Innovative Business Software A/S

User Manual

interVIEW

27. maj 2015

PROPRIETARY NOTICE

Copyright © 2015 Innovative Business Software A/S. All rights reserved. Information in this document is subject to change without notice. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used only in accordance with the terms of those agreements. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or any means electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of Innovative Business Software A/S.

Innovative Business Software A/S
Landemaerket 10, 6th floor
1119 Copenhagen K
Denmark
Phone +45 3373 4000
info@innovative.dk
www.innovative.dk/en

About this manual

This manual has been optimised for two-page spread (ie two-page layout with left and right pages). To read the manual as it would appear in a printed version, do the following:

1. Open **Adobe Reader**.
2. Select **Show>Page Layout** and check both **Two page layout** and **Show title page in two page layout**.

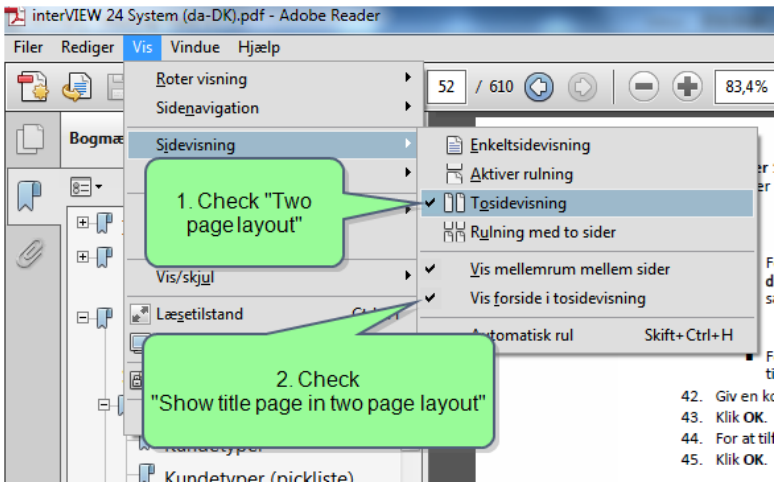
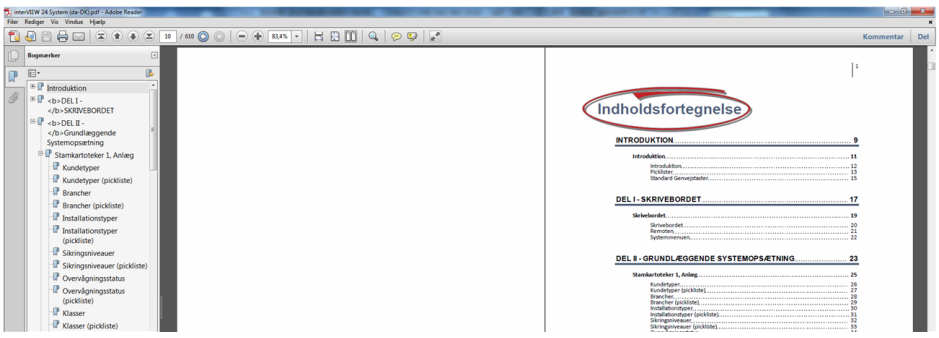


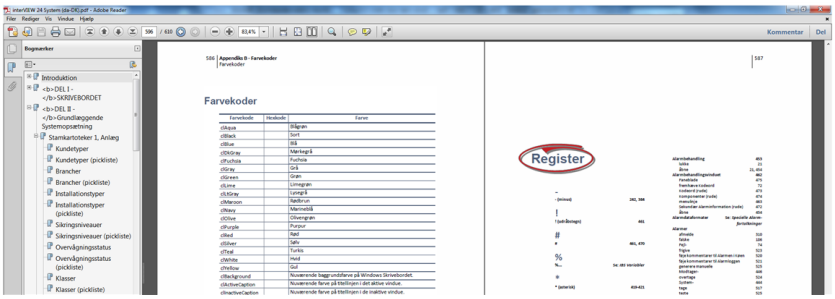
Table of Contents

Use the Table of Contents at the front of the manual. Simply click the TOC entry or the page number to open the topic. Click here to go to the TOC.



The Index

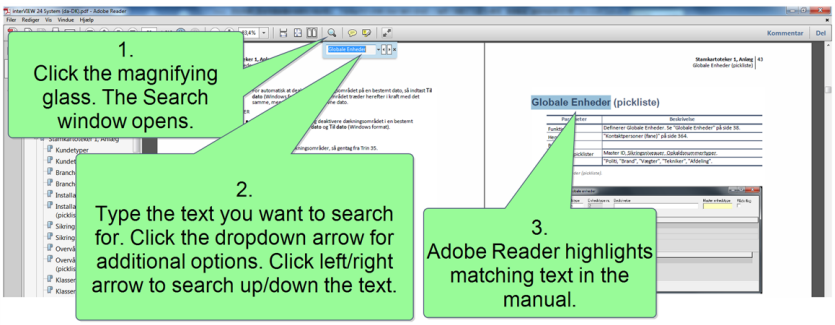
Use the extensive index at the back of the manual. Simply click on the page number to open the topic. Click here to go to the index.



The "Search" feature in Adobe Reader

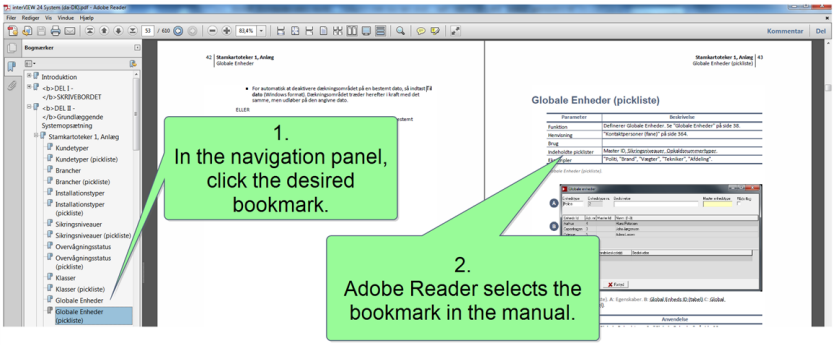
Adobe Reader contains the element "Search" (magnifying glass) on the toolbar at the top of the window. Use it to find words/text in the PDF file.

Note: If the magnifying glass (icon) is not displayed on the toolbar, then select **Show>Show/hide>Elements on the toolbar>Edit>Search for** or press **Ctrl+F**.


1.
Click the magnifying glass. The Search window opens.
2.
Type the text you want to search for. Click the dropdown arrow for additional options. Click left/right arrow to search up/down the text.
3.
Adobe Reader highlights matching text in the manual.
Globale Enheder (pickliste)

The navigation panel in Adobe Reader

Adobe Reader contains a navigation panel on the left. It shows headers and bookmarks in the PDF file.


1.
In the navigation panel, click the desired bookmark.
2.
Adobe Reader selects the bookmark in the manual.
Globale Enheder (pickliste)

Contents

INTRODUCTION 3

interVIEW **5**

Introduction 6
The Desktop 7
The Remote 10
The System Menu 11
Picklists 13
Default Keyboard Shortcuts 17

The Calendar Module **19**

About the Calendar Module 20
About Calendars 21

ALARM HANDLING 23

Alarm Handling **25**

About Alarm Handling 26
Queue Windows 29
Menu bar (Alarm Handling window) 37
Installation (tab) 48
Contacts (tab) 49
Global Units (tab) 50
Contacts (tab) 51
Contact Lists (tab) 52
Panels (tab) 54
Zones (tab) 55
Control Signal (tab) 57
Panel Codes (tab) 58
Users (tab) 59
Panel info (tab) 60
Texts (tab) 62
Sum Log (tab) 68

Automatic Site/Customer Lookup **97**

About Automatic Site/Customer Lookup 98

TESTMODE 101

Test Mode **103**

About Test Mode 104

SEARCH FEATURES 109

Search Features **111**

About Search Features 112
Simple Search 113
Advanced Search 114
Passcard Search 117

REPORTS 121

Reports **123**

Reports 124
Report Templates (interVIEW format) 131
About Scheduled Reports (Auto Reports) 134
About Custom Reports 148

Report Types **149**

Examples(Auto Reports) **187**

Example A - 188
Example B - 189
Example C - 190
Example D - 191

TROUBLESHOOTING 193

interVIEW **195**

APPENDIX 199

INDEX 201

INTRODUCTION

InterVIEW

Introduction 6
The Desktop 7
The Remote 10
The System Menu 11
Picklists 13
Default Keyboard Shortcuts 17

Introduction

interVIEW is an advanced software platform for receiving and handling Alarms, including the administration of site/customer data and alarm post-processing, such as reports and logs.

interVIEW is based on a three-tier system architecture (Client, Server and Database) and Microsoft Windows standards.

The Graphical User Interface facilitates Alarm handling and customer data. For example, you can simultaneously work on different monitors.

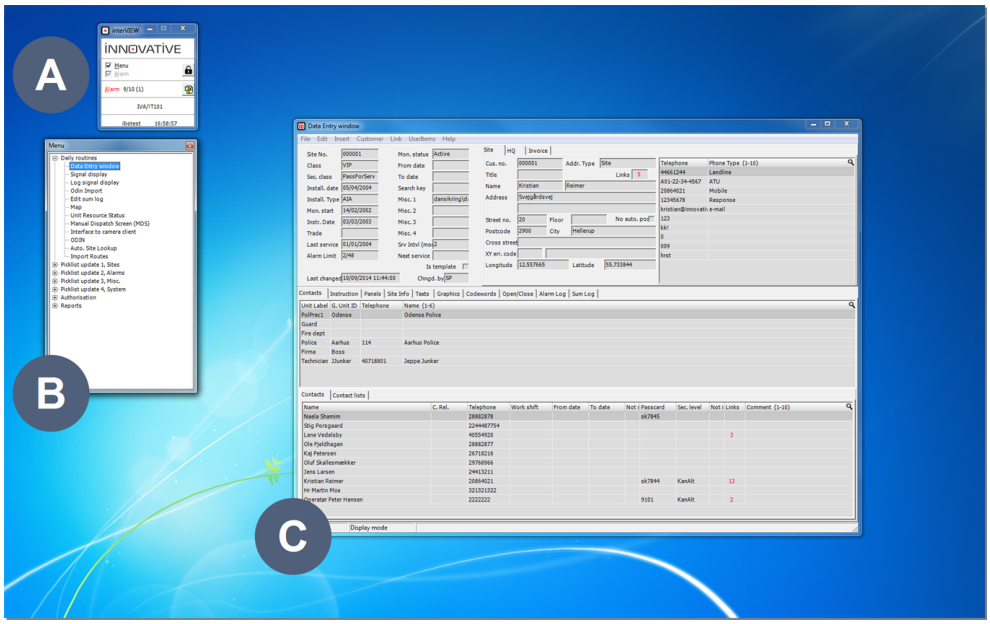
Throughout the application, you may use keyboard shortcuts.

The actual Alarm Handling in interVIEW is performed in one (or more) Queues (windows) and the Alarm Handling window. Customer Information is entered in the Data Entry window. These applications are all launched using the "Remote", which controls the interVIEW client.

A basic interVIEW network consists of the following components:

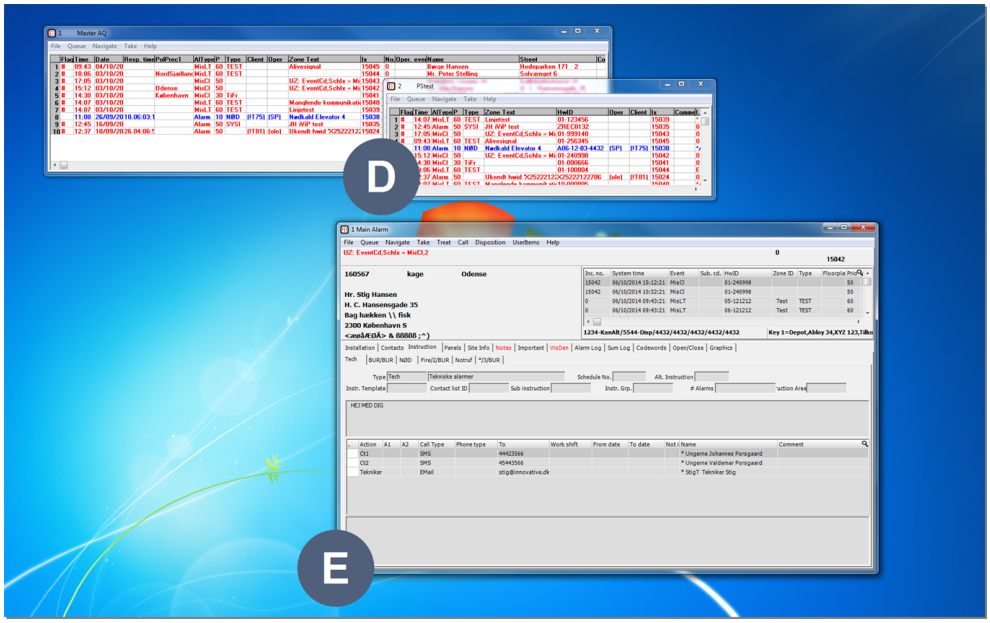
- one (or more) **Concentrators** (incl. receivers/transmitters)
- one (or more) **Servers** (incl. databases)
- one (or more) **Clients**

The Desktop



The Remote Control, the System Menu and the Data Entry window.

A. The **Remote** opens/closes the System Menu, the Alarm Handling window and the (Alarm) Queue windows. See "The Remote" on page10.
B. The **System Menu** opens/closes the Data Entry window, picklists and any add-on modules (eg the map and video modules). See "The System Menu" on page11.
C. The **Data Entry window** creates Sites/Customers, Instructions, Panels, Contacts etc.



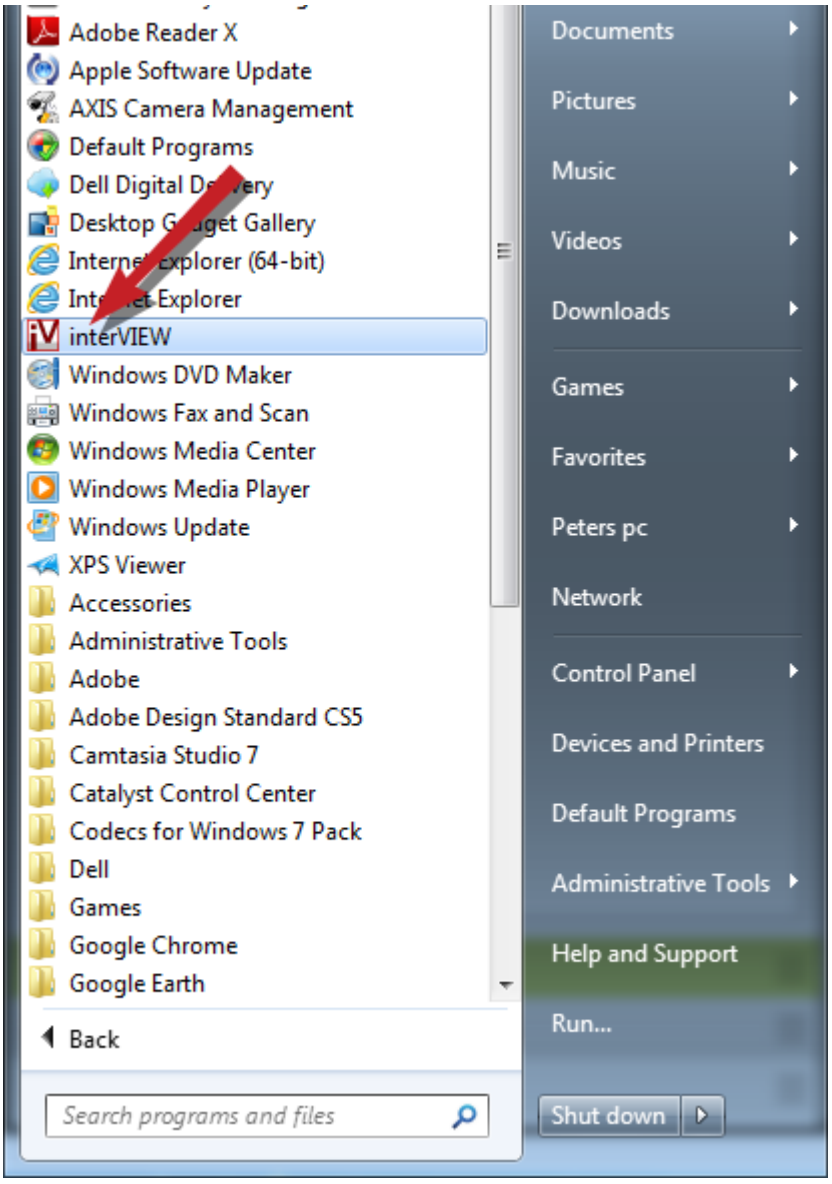
(Alarm) Queue windows and the Alarm Handling window (AHW).

D. **Queue windows** display incoming and current Alarms. You can have multiple Queue windows, which contain different types of Alarms. For example, you can have a "Master Queue", which displays all Alarms, a "Battery Alarm Queue", which only display battery alarms and a "Test Alarm Queue", which displays alarms from Panels/Zones, which are currently in Test Mode. By default, interVIEW contains a handful of standard Queues, but you can easily create/customise your own. For more information, see "Queue Windows" on page29.

E. The **Alarm Handling window** (AHW) is used to handle each actual Alarm. This window presents the Operator with all relevant information for the particular Alarm. For more information, see "The Alarm handling window (AHW)" on page36.

Starting the Client Application

1. Select **Start>Programs>interVIEW**.



> **Note:** If you receive a message that you cannot log on to the network from this Client, then it is because the interVIEW Client has not been activated on the network yet. Please contact the system administrator.

2. Log on the interVIEW-network.

> **Note:** The User ID is not case sensitive (eg. "Bob" and "bob" is the same User ID in interVIEW). The password, however, is case sensitive (eg. "iva" and "Iva" are two different passwords).

3. Click **OK**.
   The Remote opens. See "The Remote" on the next page.

The Remote

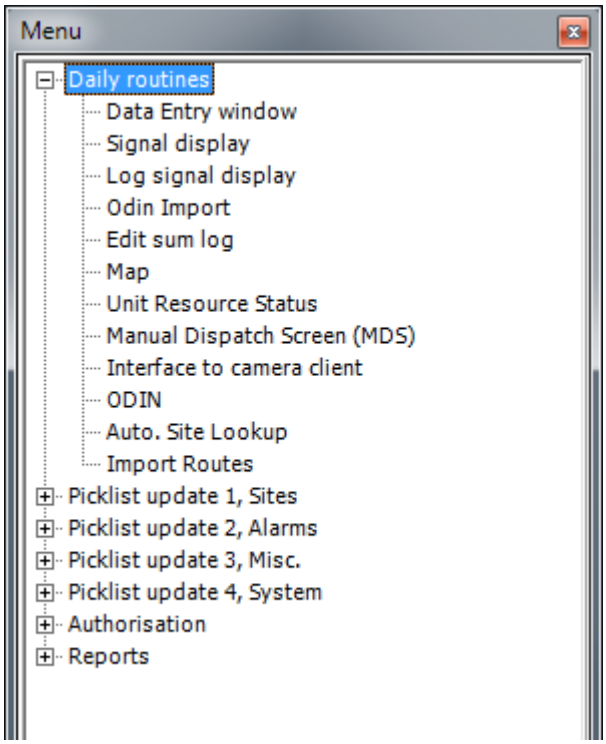
The Remote opens/closes the System Menu ("Menu") and the Alarm Handling program ("Alarm") and also displays the Client/Server status.

The Remote.

A. **Menu** opens/closes the System Menu. See "The System Menu" on the facing page.
B. **Alarm** starts/stops Alarm Handling (the Queue windows and the Alarm Handling window). See "Queue Windows" on page29 and "The Alarm handling window (AHW)" on page36.
C. The **Alarm Counter** displays the current number of Red Alarms / total number of Alarms (number of Operators currently handling Alarms). For example, "10/12 (2)", means that currently, there are 10 Red Alarms out of a total of 12 Alarms and two Operators handling them.
D. Time (Windows time).
E. User ID/interVIEW Client ID.
F. **Show/hide Alarm Handling windows (icon)** shows/hides the Queue windows and the Alarm Handling window.
G. **Padlock (icon)** closes and exits the interVIEW Client application.

The System Menu

The System Menu provides access to the Data Entry Window (DEW), add-on modules/interfaces, Picklists, Reports and more.



System Menu Example.

The system menu contains the following menu groups:

- **Daily Routines** contain daily tasks, such as creating new Sites/Customers, editing existing Sites/Customers or open/close add-on modules.

  Note: Several of the system menus represent separate functions, interfaces or add-on module, which may require a separate license. Please contact Innovative for further information.

  - **Data Entry Window**. Opens the Data Entry window to create/edit Sites/Customers, Instructions etc.
  - **Backup-server Control**. Opens the Backup Client.
  - **Map**. Opens the Map ("the Map Client").
  - **Auto Site Lookup**. Opens the window Automatic Site Lookup. See "Automatic Site/Customer Lookup" on page97.
  - **Route import**. Imports Routes and Route Points.
- **Picklist Update 1, Sites** contains data about Sites and Customers.
- **Picklist Update 2, Alarms** contains data about Alarms and Alarm Handling.
- **Picklist Update 3, Misc** contains various types of supplemental data (eg Call Types and Special Day Calendars)
- **Picklist Update 4, System** contains interVIEW system data.

  Note: The picklists in Picklist Update 4, System are system data. You can rename system data, but it is not possible to delete or add new system data.

- **Authorisation** contains Personnel, Clients, Printers etc.

- **Reports** contains different types of Reports, which can be used for invoicing or statistical purposes etc. See "Reports" on page123.

Tip! To quickly find a specific Picklist, press **Ctrl+F** and type the name (or part of the name) of the Picklist, which you are looking for. interVIEW automatically displays a list of relevant picklists. Double-click on the desired picklist to open it.

Picklists

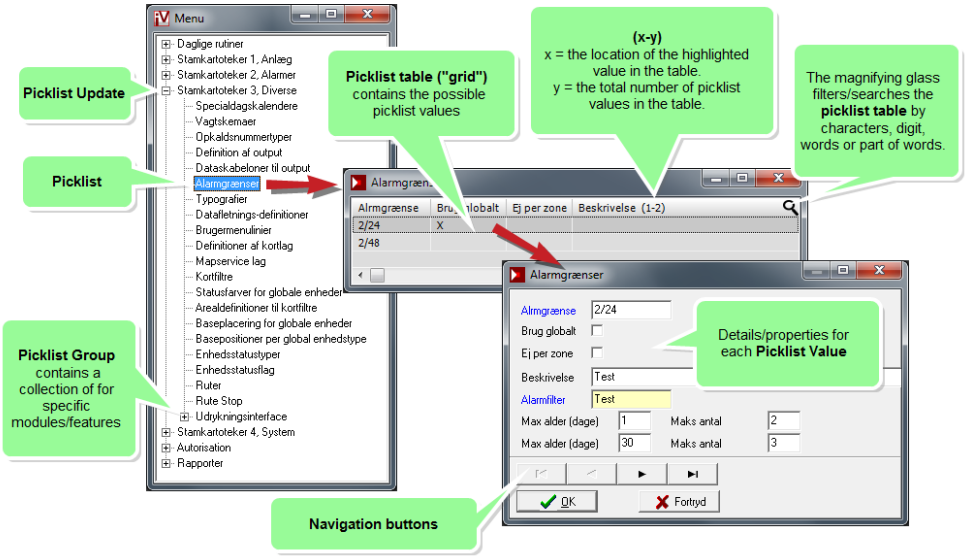
interVIEW uses so-called "picklists" (similar to drop-down lists), which are lists containing a set of predefined values (options). The values in the Picklists are created by the Administrator and can then be used during system configuration, data entry, alarm handling etc.

Note: Picklists may contain other picklists.

Note: Some picklists contain system data and cannot be deleted.

You can access the picklists in the System Menu in either of the four following directories:

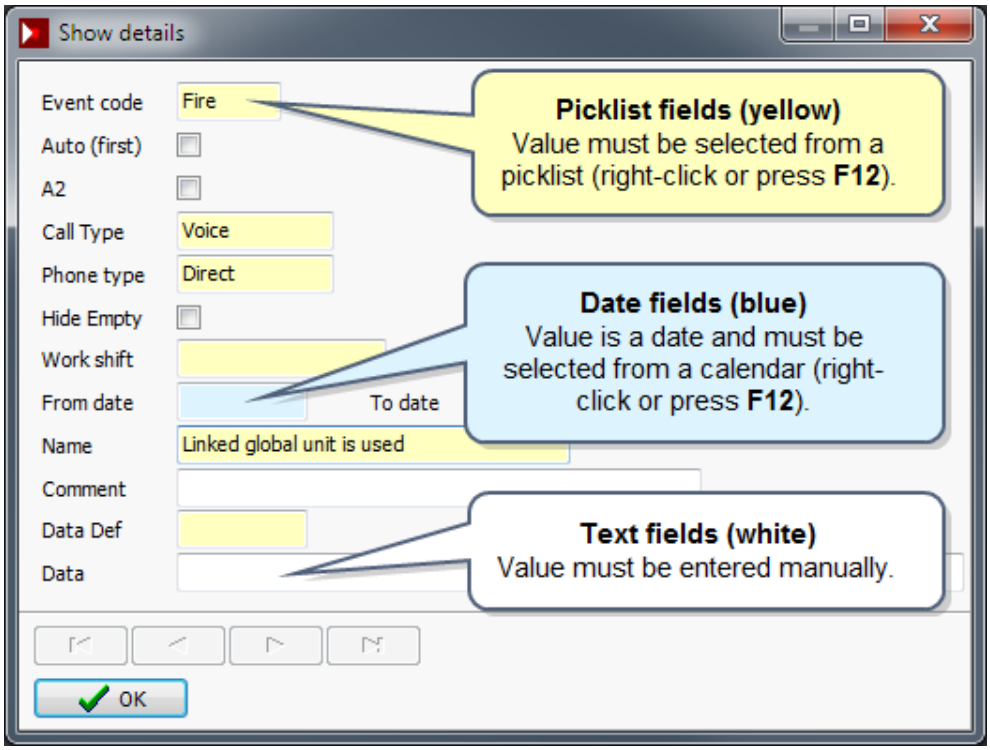
1. **Sites**
2. **Alarms**
3. **Miscellaneous**
4. **System**



Picklists.

Working with Picklists

You can work with picklists in various ways.



Note: **Blue labels** indicate that the field is mandatory and must be completed.

Working with Date Fields

1. Place the cursor in the Date field (blue background).
2. Open the Calendar (Right-click or press **F12**).
3. Double-click on the desired date.

   Tip! Click on the month/year in the title to select a different month/year.

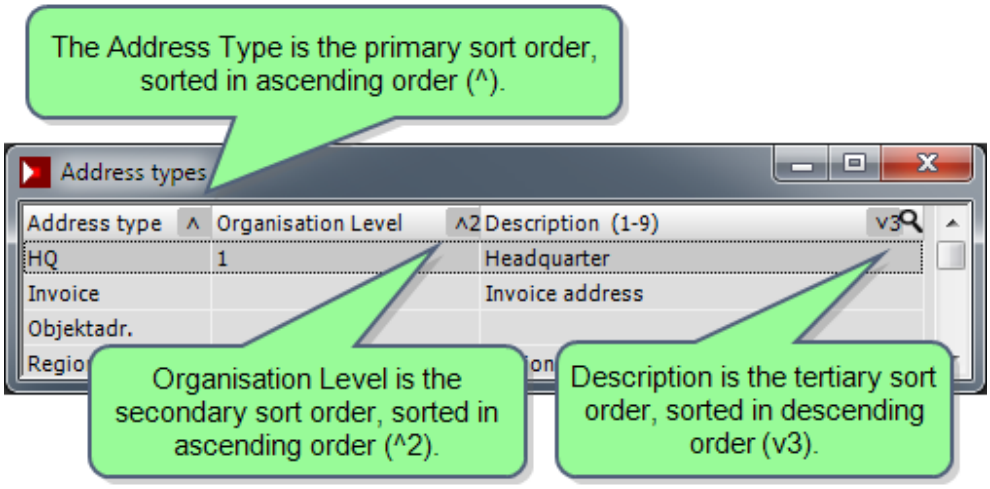
   Note: If you use the arrows to select previous/next month, then do not click too fast, as interVIEW will interpret this as a double-click and select the date.

4. Click **OK**.

Sorting Rows in picklist tables ("grids")

interVIEW inserts the rows (the picklists) in the picklist table as they are created (ie without applying any type of automatic sorting = default order).

1. To sort the rows in ascending (^), descending (v) or default order, click the column header.
2. To "sub sort" additional rows, press **Shift** while clicking on the column header, you wish to "sub sort" as the secondary sort order and so on for an additional tertiary sort order.

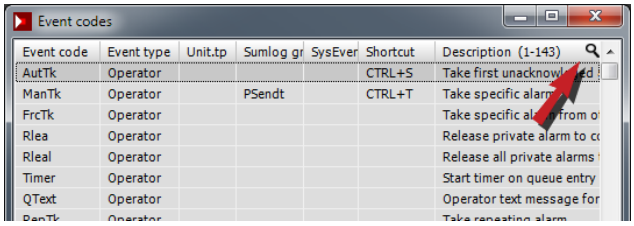


3. To cancel the sort order (and reset to the default sort order), simply click on any column header.

Searching/Filtering Tables/Grids

You can search for/filter out specific values in the various tables/grids.

1. Click the magnifying glass icon at the top right in the table to open the search filter.



2. Type the characters, numbers, words or parts of words in the search filter (blue background).

> **Note:** The search filter is dynamic and continuously updates the table/grid.

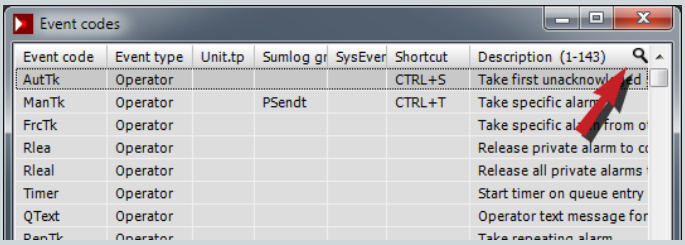
> **Note:** The search filter does not apply to any underlying tables in any lower level picklists.

> **Note:** The search filter is not case sensitive.

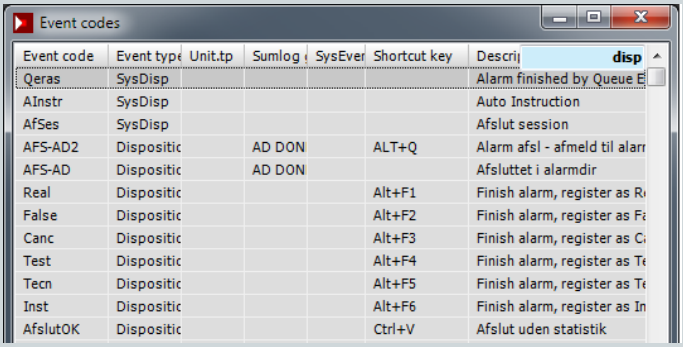
3. Press **Esc** to cancel the search.

EXAMPLE

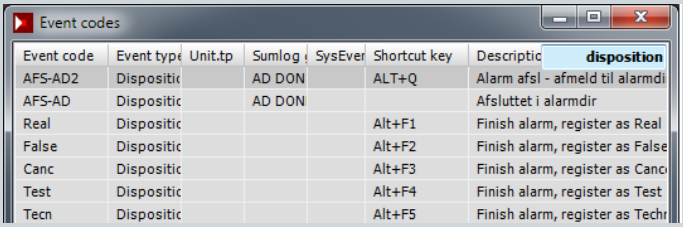
Let's say that we want to find out how many Event Codes we have of the Event Type "Disposition". We open the picklist with Event Codes and click the magnifying glass.



We begin typing "disp". As the search filter is dynamic, the table is continuously filtered and now only shows the Event Codes, which contain "disp". Consequently, the filter contains both the Event Types Sys**Disp** and **DIsp**osition, but also the three Event Types LocationCall, as these all contain the description "Call/**disp**atch...".



We continue typing the word "disposition".


Event codes
Event code
Event type
Unit.tp
Sumlog
SysEver
Shortcut key
disposition
AFS-AD2 Dispositic AD DON ALT+Q Alarm afsl - afmeld til alarmdi
AFS-AD Dispositic AD DON Afsluttet i alarmdir
Real Dispositic Alt+F1 Finish alarm, register as Real
False Dispositic Alt+F2 Finish alarm, register as False
Canc Dispositic Alt+F3
Test Dispositic Alt+F4 Finish alarm, register as Test
Tecn Dispositic Alt+F5

The final result of the search shows that we have six Event Codes of the Event Type "disposition" in the picklist.

Default Keyboard Shortcuts

Below is an overview of frequently used keyboard shortcuts in the Data Entry WIndow (DEW), the Alarm Handling Window (AHW) and the System Menu (SM).

For an overview of keyboard shortcuts in add-on modules, please refer to the description of each individual module.

Note: The Administrator may have changed and/or added shortcuts.

Note: The list does not contain keyboard shortcuts, which are linked to Event Codes.

Default Keyboard Shortcut	Description
F1	DEW/AHW: Opens interVIEW Help & Support ("F1" desktop version).
F2	DEW: Creates and inserts a new entry, but keeps data (except name/ID) from the previous entry. This way, you can quickly create and insert multiple entries with the same content, but different name/ID. For example, if you have to create many Zones on a Panel. **Note:** This feature does not apply everywhere in the DEW.
F3	DEW: Creates and inserts a new entry.
Ctrl+F3	DEW: Deletes the selected entry.
F5	DEW:/AHW: Refreshes data in the current window.
F9	DEW: Saves any changes made while in Edit Mode.
Ctrl+F9	DEW: Returns to Display Mode (read-only mode) from Edit Mode without saving any changes.
F12	DEW/AHW: Opens the selected picklist to select/insert a value from it.
Ctrl+D	DEW: Inserts today's date in the field.
Ctrl+E	DEW: Enters Edit Mode.
Ctrl+F	DEW/AHW: Opens the window Simple Search. See "Simple Search" on page113. SM: Opens the window Picklist Search to quickly find a specific picklist. See "The System Menu" on page11.
Ctrl+G	DEW/AHW: Opens the window Passcard Search. See "Passcard Search" on page117
Ctrl+Q	DEW/AHW: Opens the window Advanced Search. See "Advanced Search" on page114.
Ctrl+Z	DEW: Deletes the value in the selected picklist.
Ctrl+Arrow Up/Down	DEW/AHW: Moves the selected row in a table up/down.
Ctrl+"+" (plus)	DEW: Increases font size.
Ctrl+"-" (minus)	DEW: Decreases font size.
Ctrl+0 (zero)	DEW: Restores the font size to the default size.

The default keyboard shortcuts in interVIEW (except the shortcuts in modules and shortcuts, which are linked to Event Codes).

The Calendar Module

About the Calendar Module 20
About Calendars 21

About the Calendar Module

The Calendar Module (also known as "Open/Close" or iV-calendar) enables interVIEW to monitor and handle Open/Close (Arm/Disarm) signals on the basis of a calendar.

This way, for example, interVIEW will generate Alarms if an Open signal is received earlier than expected, later than expected or not received at all (according to a calendar).

About Calendars

Calendars control when interVIEW shall expect arm/disarm (O/C) signals and how interVIEW shall react, if the signals are received either too early, too late or not at all (in relation to the scheduled/expected signal reception).

Schedules are controlled in the tab **Open/Close** in the Data Entry window.

Schedule Number

When you create a Schedule, you must assign a unique number/ID to it (the Schedule Number). The Schedule Number is used to link the Calendar to a Zone or Instruction.

Global/Shared Calendars

Most Calendars are created as "Local Calendars" (ie. as a Calendar, which is only linked to the current Site/Customer). However, if you have multiple Sites/Customers, which you want to use the same Calendar (eg chain stores), then you can create a Global Calendar (also known as a Shared Calendar). A Global Calendar is a Calendar, which is can be linked to all Sites/Customers in interVIEW. The advantage is that you only need to create and maintain a single Calendar, instead of having to create multiple identical Calendars on multiple Sites/Customers.

EML-signals

EML-signals (Early/Missing/Late) is a collective term for signals (or conditions), on which interVIEW can generate Alarms in relation to a Calendar.

Depending on how you configure the system, interVIEW will either (a) generate an Alarm or (b) ignore the signal (log-only) on the basis of when interVIEW expects the signal (O/C-schedule) in relation to when interVIEW actually receives the signal.

Consequently, interVIEW can generate Alarms if interVIEW:

- receives the signal **earlier** than expected,
- does not receive the signal at all (ie the signal is **missing**) or
- receives the signal **later** than expected.

Tolerances

Tolerances indicate a given number of minutes before and after, within which you want interVIEW to accept/tolerate an O/C-signal.

EXAMPLE

Let's say that the Calendar is set up to accept an open signal at 08:00 with a tolerance of +/- five minutes (ie from 07:55 to 08:05).

If interVIEW receives an open signal at 07:55, then interVIEW will not generate an Alarm, as the open signal has been received within the tolerance (ie. from 07:55 to 08:05).

However, if interVIEW had received the open signal at 07:54, then interVIEW would have generated an Alarm as 07:54 is outside the tolerance.

Floating Windows

Floating Windows are time periods, which have a fixed duration, but with flexible begin and end times.

Some activities (eg cleaning) may not necessarily always take place at the same time every day, but can vary with several minutes or even hours. In those cases, you can create Floating Windows, which are not linked to a specific begin time, but which are activated once the Panel is disarmed (open signal) by, say, the cleaning staff. Once the Panel has been disarmed, interVIEW

then monitors whether the Panel is armed again, before the period of the Floating Windows expires (eg two hours). If the Panel is not rearmed before the Floating Window expires, then interVIEW will generate an Alarm.

ALARM HANDLING

Alarm Handling

About Alarm Handling 26
Queue Windows 29
Menu bar (Alarm Handling window) 37
Installation (tab) 48
Contacts (tab) 49
Global Units (tab) 50
Contacts (tab) 51
Contact Lists (tab) 52
Panels (tab) 54
Zones (tab) 55
Control Signal (tab) 57
Panel Codes (tab) 58
Users (tab) 59
Panel info (tab) 60
Texts (tab) 62
Sum Log (tab) 68

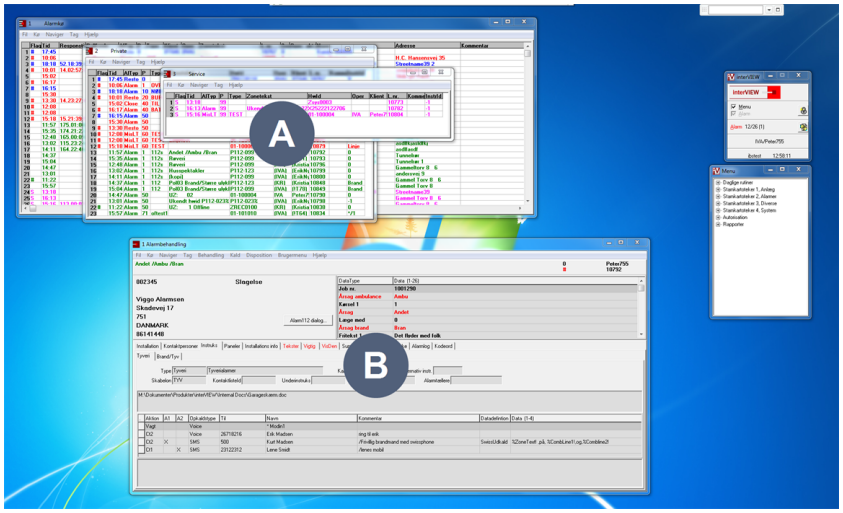
About Alarm Handling

A typical Incident in interVIEW proceeds as follows:

1. **Reception**. interVIEW receives an Alarm, assigns a unique and sequential Incident Number to the Alarm and displays the Alarm in the Main Queue. All Operators can see and have access to the Master Queue.
2. **Confirmation**. The Operator takes the Alarm.
   - The Alarm Handling window opens and shows detailed information regarding the Alarm and instructs the Operator on how to handle the Alarm. etc. The Operator also has access to various customer information.
   - The Master Alarm Queue shows which Operator (User ID and Client ID) is currently handling the Alarm. This way, all Operators can quickly see which Operator is currently handling the Alarm and from which Client.
   - interVIEW also shows a copy of the Alarm in the Private Alarm Queue of the Operator. The Private Alarm Queue presents the Alarms, which is currently being handled by the Operator. The original Alarm remains in the Master Alarm Queue.
3. **Handling**. The Operator completes the relevant Instructions and Actions for the specific Alarm (such as calling a Contact or Fire Department). At the same time, interVIEW automatically completes any Auto Instructions, such as sending SMS/Text Messages to pagers.
4. **Disposition**. Once the Operator has finished handling the Alarm, the Operator disposes of the Alarm using a so-called Disposition Code. This code registers the cause/conclusion of the Alarm, such as "Blind", "Real" or "Technical"). The Alarm is then removed from the Master Alarm Queue (and consequently all other Queues).
5. **Post Processing**. Once the Alarm has been disposed, you can subsequently add comments to or edit the Alarm Incident.
6. **Post processing**. Afterward, you can browse the Alarm Log, Sum Log,ge nerate Reports etc.

> **Note:** All Events are registered in the Alarm Log.

The actual Alarm Handling is performed in one (or more) Queues (windows) and the Alarm Handling window.



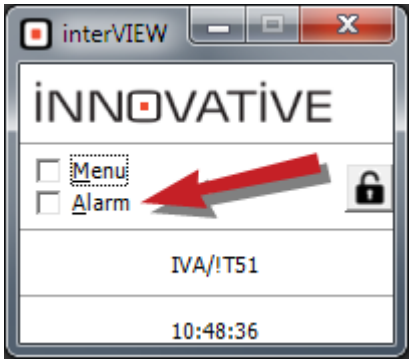
*Windows used during Alarm Handling. **A**: Alarm Queues (windows). **B**: Alarm Handling window*

A. **Queue windows** present incoming and current Alarms and Signals. You can create different Alarm Queue windows, displaying different types of Alarms. For example, you can create an Alarm Queue window, which contains all Alarms and another Alarm Queue window, which only contains Battery Alarms. See "Queue Windows" on page29.

B. **The Alarm Handling window** presents all relevant details concerning the selected Alarm. See "The Alarm handling window (AHW)" on page36.

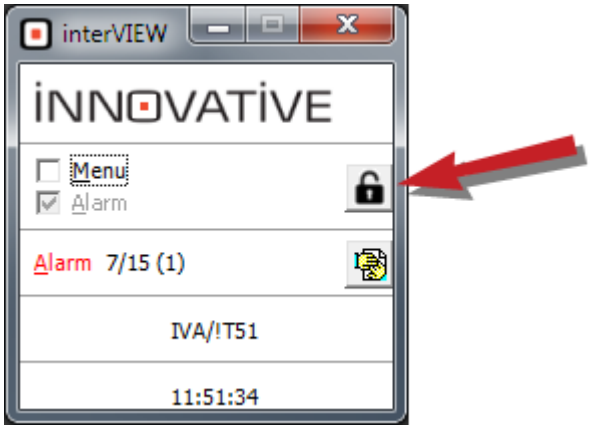
Opening/Closing the Alarm Handling application

1. To open the Alarm Handling application, check **Alarm**.



Depending on the Client configuration, the Alarm Handling window as well as one (or more) Alarm Queues open in separate windows.

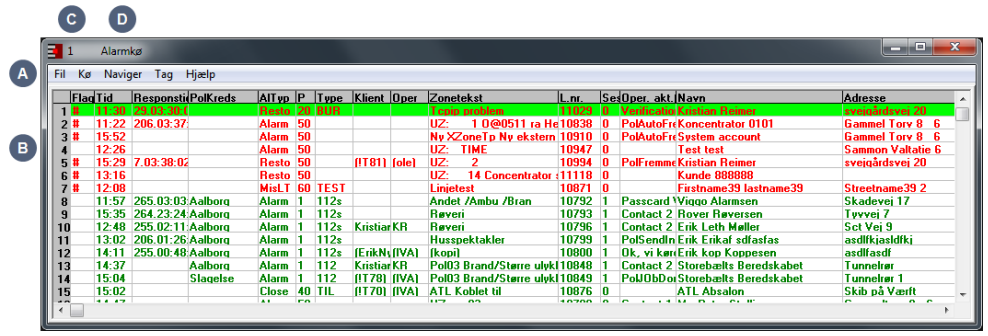
2. To close the Alarm Handling application, click the padlock.



Note: Before closing/exiting the Alarm Handling application (and thus ending the Alarm Handling session from the Client), make sure that you have disposed of or released any open Alarms. See "Releasing Alarms" on page93.

The Alarm Handling window as well as any open Alarm Queue windows close.

Queue Windows



Example of an Alarm Queue window. **A***: Menu bar.* **B***: Alarm Queue lines.* **C***: Queue Number.* **D***: The name of the Queue window.*

The Queue windows display the incoming Alarms. You can create different Queue windows, displaying different types of Alarms. This way, for example, you can create a Queue window that displays all incoming Alarms, another which only displays Alarms from Sites/Customers in Test mode and a third one, which only displays Battery Alarms etc.

Each Queue window consists of the following:

- **The Queue window** provides the frame for the Alarms and contains the menu bar and the name of the Queue.
- **The Queue Filter** determines which Alarms to display (eg all Alarms, only new Alarms, Alarms from Zones currently in Test Mode or only Alarms with priority 87).
- **Queue Layout** determines which columns to show in the Queue window (such as the date, address, Operator ID, Response Time etc).
- **Queue Styles** determine how the Alarms are presented in the Queue window - depending on the Alarm status (such as displaying new Alarms in **bold, red text** and Alarms, which are currently being handled, are shown in **green text**).

interVIEW contains the following default Queue windows:

Queue Window	Displays	Queue Filter Definition
Master Queue	All Alarms (except Alarms from Zones in Service/Test Mode).	
Private Alarm Queue	Alarms, which have been taken by the individual Operator as well as Red Alarms.	
Test/Service Queue	Alarms from Zones currently in Service/Test Mode. See "Placing Zones in Test/Service" on page106.	
Timer Queue	Alarms, which have been temporarily postponed using the Timer function. See "Postponing Alarms temporarily" on page92.	
Red	Alarms, which await handling.	
Unknown	Alarms of unknown origin.	

Queue Lines

Each Queue Line represents an Alarm. By default, the following applies:

- All new (ie unhandled) incoming alarms are displayed in red.
- Once the operator takes the alarm, the alarm switches to green. The alarm remains green as long as it is being handled.
- If the Alarm is placed in Test Mode, Timer Mode or any other mode, then the Alarm changes colour to indicate the new mode (of the Alarm).
- The Alarm remains in the Queue until it is disposed of with a Disposition Code.

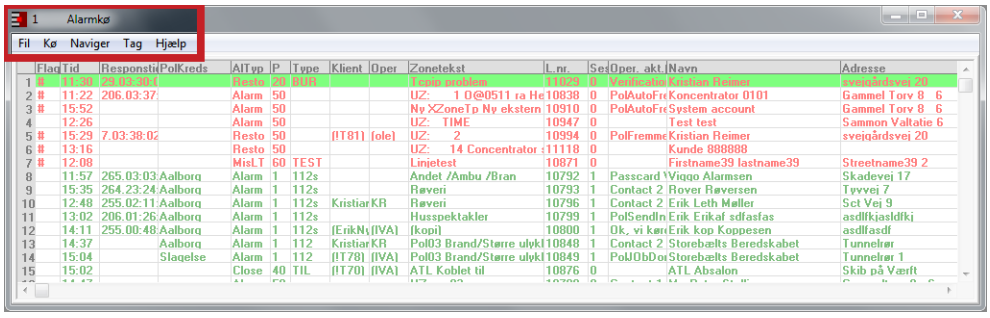
The Queue Lines can be displayed using different fonts, colours etc. (Queue Styles) depending on the Alarm mode during alarm handling.

By default, interVIEW uses the following Queue Styles:

Colour	State/Mode
Red	New Alarms which await handling.
Green	The Alarm has been taken and is currently being handled.
Pink	The Alarm is from a Zone, which is currently in Test Mode.
Gray	Alarms from Zones, which have been temporarily postponed using the Timer feature.
Brown	The Alarm was temporarily postponed using the Timer, but the Timer has now expired.

Note: The table above presents the default Queue Styles. Please note that the Administrator may have modified the colour scheme on your system.

Menu bar (Alarm Queue Windows)



File (menu):

Command	Shortcut key	Description
Only display one alarm	-	Displays only one alarm in the queue. For example if you want to display an Alarm on an external projector or screen.
Exit	-	Closes the Queue window.

Queue (menu):

Command		Shortcut key	Description
New >	New Alarm Window	Ctrl+Alt+0	Opens a new Alarm Handling window
	Master	Ctrl+Alt+1	Opens a new Master Alarm Queue e window.
	Private	Ctrl+Alt+2	Opens a new Private Alarm Queue window.
	Service/Test	Ctrl+Alt+3	Opens a new Test Alarm window.
	Timer	Ctrl+Alt+4	Opens a new Timer Alarm window.
	Red	Ctrl+Alt+5	Opens a new Red Alarm Queue window.
	Unknown	Ctrl+Alt+6	Opens a new Unknown Alarms window.
Go to >	Queue 1	Alt+1	Toggles between the active windows, the Remote and the Alarm Handling window.
	Queue 2	Alt+2	
	Queue 3	Alt+3	
	Queue 4	Alt+4	
	Alarm	Alt+8	
	Remote	Alt+9	
	Next	Alt+0	
Sort >	Chronologically	-	Sorts the Alarms in the active Alarm Queue.
	Alphabetically	-	
	Priority	-	
Choose >	Master Queue	Shift+Ctrl+Alt+1	Changes the active Queue window to the Master Queue.
	Private Alarm Queue	Shift+Ctrl+Alt+2	Changes the active Queue window to only show the Alarms, which the Operator is currently handling.

Command		Shortcut key	Description
	Test/Service Queue	Shift+Ctrl+Alt+3	Changes the active Queue window to show he Alarms from Panels in Test Mode.
	Timer Queue	Shift+Ctrl+Alt+4	Changes the active Queue window to show Alarms, where the Timer has expired.
	Red Alarms	Shift+Ctrl+Alt+5	Changes the active Queue window to only show Red Alarms.
	Unknown Alarms	Shift+Ctrl+Alt+6	Changes the active Queue window to the Unknown Alarms queue window.
Sound >	Enable alarm sound		Plays a sound on the Client when interVIEW receives an Alarm. See "Activating Aural Warning" on page35
	Enable continuous sound		Plays a sound on the Client when interVIEW receives an Alarm. The sound does not stop until the Operator takes the Alarm. See "Activating Aural Warning" on page35
	Activate relay when alarm		Activates a connected Client Relay, when the relevant Queue window receives an Alarm.
	Enable sound on new red alarms		Only plays a sound, when it receives a Red Alarm. See "Activating Aural Warning" on page35
	Enable sound on first red alarm only.		Only plays a sound, when it receives the first Red Alarm. See "Activating Aural Warning" on page35
	Test sound		Performs a sound test.
	Stop sound		Cancels the sound test.
Blink >	Blink when alarm		Activates a Client Relay, which turns on a light. Select whether to enable Blink at new Red Alarms or by first Red Alarm. **Note:** The visual notification requires a relay to activate a light source.
	Blink only when new red alarm.		Activates visual annunciation, but only at new red alarms.
	Blink only at first red alarm.		Activates visual annunciation, but only at the first red alarm.
	Blink test		Performs a test of the visual annunciation.
On top >	On top at new alarm		Automatically brings the queue window on top at new alarm.
	On top only when new red alarm		Automatically brings the queue window on top, but only at new red alarms.
	On top only when first red alarm		Automatically brings the queue window on top, but only at the first red alarm.
Hide			Hides the window. Press the icon **Hide/Show window** on the Remote twice to have the window reappear. See "The Remote" on page10.

Navigate (menu):

Command		Shortcut key	Description
Queue Line >	L:1	Ctrl+1	Takes the alarm currently in line 1.
Find Customer (Simple Search)		Ctrl+F	Opens the window Simple Search. See "Simple Search" on page113.
Advanced Search		Ctrl+Q	Opens the window Advanced Search. See "Advanced Search" on page114.

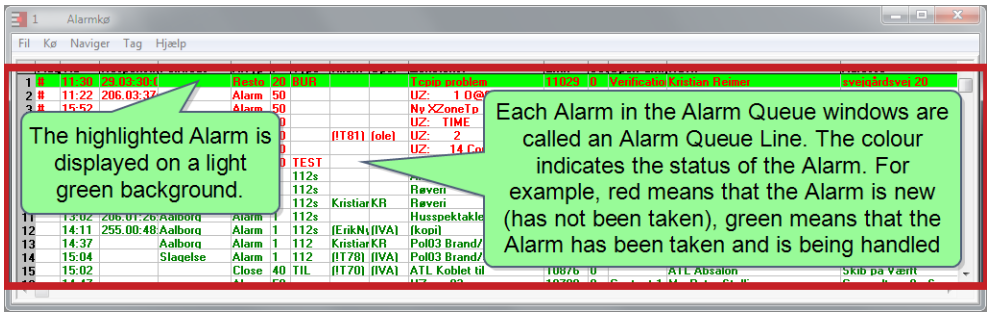
Take (menu):

Command		Shortcut key	Description
Take >	Take Red Alarm	-	Takes the Red Alarm with the following properties: oldest and highest priority.
	Take Alarm	-	Takes the currently highlighted Alarm and opens it in the Alarm Handling window.
	Show alarm	-	Shows the currently highlighted alarm in the Alarm Handling window. **Note:** This command only shows the alarm, but does not take it.

Help (menu):

Command	Shortcut key	Description
Help	F1	Opens interVIEW Help & Support.
interVIEW	-	Shows interVIEW version information.

The Master Alarm Queue


The highlighted Alarm is displayed on a light green background.
Each Alarm in the Alarm Queue windows are called an Alarm Queue Line. The colour indicates the status of the Alarm. For example, red means that the Alarm is new (has not been taken), green means that the Alarm has been taken and is being handled

The Master Alarm Queue (example).

Column	Description
Status Flag	# = interVIEW has received multiple Alarms from the same Zone or the same Instruction has been pulled multiple times. S = Alarm from a Zone currently in Test Mode. **Note:** If the time/period for the indicated Time Mode expires, then the Alarm changes colour. T = Alarm from Zone, which has been temporarily postponed using the Timer feature. T! T! = The Timer has expired on an Alarm, which had been temporarily postponed. V = Alarm with voice call (eg elevator alarm, Care Call or VoIP).
Time	Alarm time.
Alarm Type	The Alarm Event Code.
Priority	Zone Priority/Alarm Priority.
Phone Type	The Zone Type.
Zone Text	Zone Text.
HwID	Hardware Identification.
Client/Operator	interVIEW Client ID/User ID. **Note:** If empty, then the Alarm has not been taken. **Note:** If the fields are in parenthesis (eg "(T01) (IVA)", then the server has lost connection to the Alarm application on the Client, which was handling the Alarm. This may be caused by a network problem or if the Operator has stopped the Alarm program (logged out) without first having released any currently handled Alarms back to the Master Alarm Queue.
Incident Number	The Incident Number for the Alarm.
Queue Comment	Queue Comment/Queue Text. The Operator can add/update any comments concerning the Alarm in this field.
Instruction ID	Instruction Number/ID.

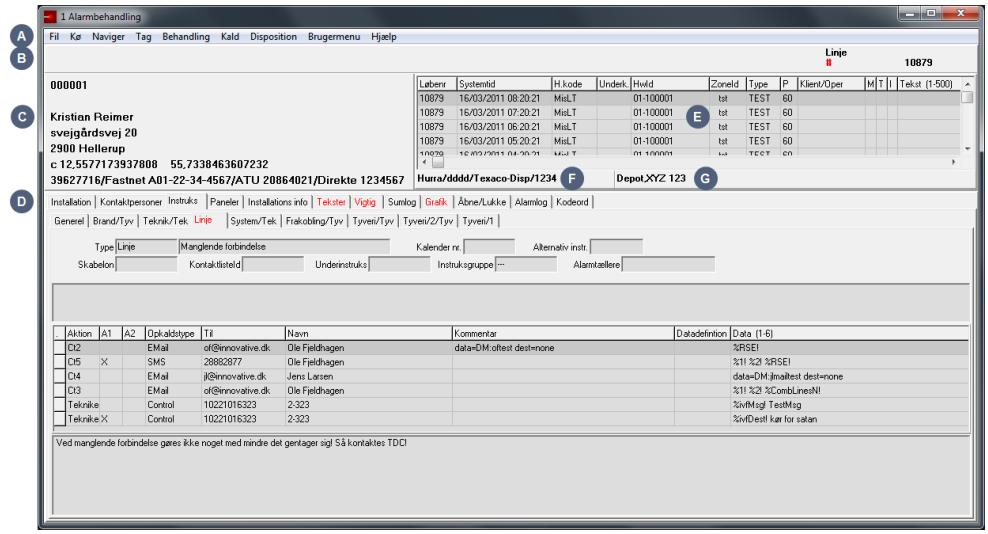
Note: The above shows an example of a Master Queue. The Master Alarm Queue on the current interVIEW may contain other columns. Please contact the Administrator for further information.

Activating Aural Warning

1. Open the Queue that you want to play a sound, when receiving a new Alarm.
2. Select **Queue>Sound** and check **Enable aural warning**.
   From now on, interVIEW will activate an aural warning every time a new Alarm is received.
3. (Optional) Check **Enable continuous sound** (**Queue>Sound**) to repeat the aural warning until the alarm is taken.
4. (Optional) Check **Only at new red alarms**.
5. (Optional) Check **Only at initial/first red alarm**.

The Alarm handling window (AHW)

When you take an Alarm, all the relevant Alarm information is displayed in the Alarm Handling window (abbreviated AHW).

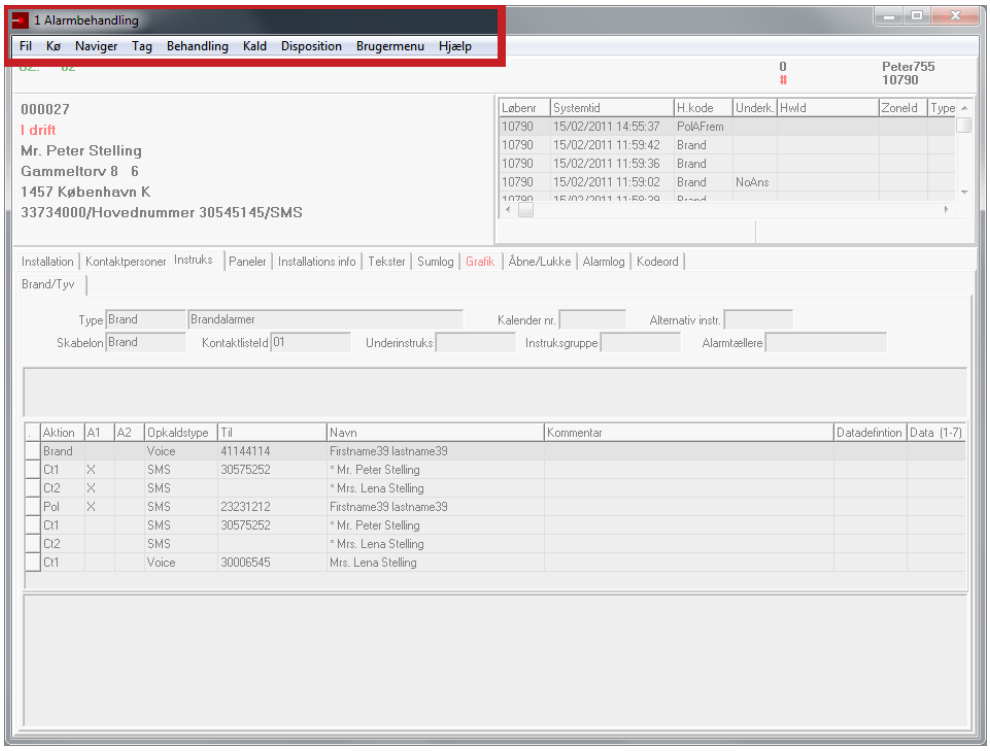


The Alarm handling window (AHW).

A. **The menu bar** contains commands and settings. See "Menu bar (Alarm Handling window)" on the facing page.
B. **The Top Line** provides a quick glance of the primary Alarm parameters. See "Top Line" on page42.
C. **Customer Information** displays information about the Customer. See "Customer Information" on page43.
D. **The tabs** contain detailed information for use during Alarm Handling.
E. **Top window**. See "Top Window (pane)" on page44.
F. **Password**. See "Codeword (pane)" on page45.
G. **Components**. See "Components (pane)" on page46.

Note: It is not possible to create or edit data in the Alarm Handling window.

Menu bar (Alarm Handling window)


1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Brugermenu Hjælp
Peter755
10790
000027
I drift
Mr. Peter Stelling
Gammeltorv 8 6
1457 København K
33734000/Hovednummer 30545145/SMS
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type
10790 15/02/2011 14:55:37 PolAFrem
10790 15/02/2011 11:59:42 Brand
10790 15/02/2011 11:59:36 Brand
10790 15/02/2011 11:59:02 Brand NoAns
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Sumlog Grafik Åbne/Lukke Alarmlog Kodeord
Brand/Tyv
Type Brand Brandalarmer Kalender nr. Alternativ instr.
Skabelon Brand Kontaktlisteld 01 Underinstruks Instruksgruppe Alarmtællere
Aktion A1 A2 Opkaldstype Til Navn Kommentar Datadefintion Data (1-7)
Brand Voice 41144114 Firstname39 lastname39
Ct1 X SMS 30575252 Mr. Peter Stelling
Ct2 X SMS Mrs. Lena Stelling
Pol X SMS 23231212 Firstname39 lastname39
Ct1 SMS 30575252 Mr. Peter Stelling
Ct2 SMS Mrs. Lena Stelling
Ct1 Voice 30006545 Mrs. Lena Stelling

File (menu):

Command	Shortcut key	Description
Print Instruction	-	Opens the Report Instructions to be completed, generated and printed. See "Instructions (Report)" on page153.
[List of most recent Alarms]	-	
Exit	-	Closes the Alarm Handling window

Queue (menu):

Command		Shortcut key	Description
New >	New Alarm Handling window	Ctrl+Alt+0	Opens a new Alarm Handling window
	Master Queue	Ctrl+Alt+1	Opens a new window containing All Alarms.
	Private	Ctrl+Alt+2	Opens a new Private Alarm Queue window.
	Test/Service	Ctrl+Alt+3	Opens a new Test/Service Alarm window.
	Timer	Ctrl+Alt+4	Opens a new Timer Alarm window.
	Red	Ctrl+Alt+5	Opens a new Red Alarm Queue window.
	unknown	Ctrl+Alt+6	Opens a new Unknown Alarms window.

Command		Shortcut key	Description
Go to >	Queue 1	Alt+1	Toggles between the active windows, the Remote and the Alarm Handling window.
	Queue 2	Alt+2	
	Queue 3	Alt+3	
	Queue 4	Alt+4	
	Alarm	Alt+8	
	Remote	Alt+9	
	Next	Alt+0	
Hide			Hides the queue window.

Navigate (menu):

Command	Shortcut key	Description
Find Customer/Simple Search	Ctrl+F	Opens the window Simple Search. See "Simple Search" on page113.
Advanced Search	Ctrl+Q	Opens the window Advanced Search. See "Advanced Search" on page114.
Fetch previous Site		Opens the previous Installation.
Fetch next Site		Opens the next Installation.
Refresh data		Updates/refreshes Site/Customer data.
Passcard Search (Contacts)	Ctrl+K	Opens the window Passcard search to search for a Contact with Passcards on Installations. See "Passcard Search" on page117.
Passcard search (Global Unit)	Ctrl+G	Opens the window Passcard search to search for Global Units with Passcards. See "Passcard Search" on page117.
Log Out Passcard		Logs out the Passcard and logs the Passcard-carrier off.
Hide Log-Only signals in Log		Hides Log-Only signals in the Alarm Log.
Open Global Alarm Log		Opens the Global Alarm Log. The Global Alarm Log enables you to open/reopen any disposed Alarms and/or to perform post-registration tasks. Take the Alarm by double clicking on the Alarm Queue Line.
Queue entries for current Site		Shows the Alarm Queue for the current Installation.
Show Customer in Data Entry		Opens the Customer/Installation in the Data Entry window.
Tabs >	Ctrl+1 ... 0	Selects the desired tab.

Take (menu):

Command		Shortcut key	Description
Take red alarm		-	Takes the Alarm, which is oldest and has the highest priority. See "Taking the Alarm and performing the Instruction" on page85.

Command		Shortcut key	Description
Take alarm		-	Takes the Alarm, which is currently highlighted in the queue. See "Taking the Alarm and performing the Instruction" on page85.
Force alarm		-	Takes over (forces) the Alarm, which is currently being handled by another Operator. See "Taking Alarms (from another Operator)" on page94.
Release alarm			Releases the Alarm, which is currently being handled, back to the Master Alarm Queue. See "Releasing Alarms" on page93.
Clear		Ctrl+B	Clears the window.
Test/Service Mode			Opens the Test Mode window to place Zones/Panels in Test Mode. See "Test Mode" on page103.
Insert note tab			Enables an Operator, who is not authorised to access Data Entry window, to insert a note. See " Creating Note Tabs" on page89.
Manual Alarm		Ctrl+A	Generates an Alarm manually (eg. testing). See "Generating Alarms (manually)" on page95.

Treat (menu):

Command		Shortcut key	Description
Queue Comment			Opens a dialog, which enables the Operator to provide a comment in the field "Comment" on the Alarm in the Alarm Queue. All Operators can then see the Queue Comment. See "Adding/Updating Queue Comments" on page90.
Comment			Creates a Log Comment. Depending on the configuration, the Operator can insert a brief comment, an Event Sub Code and/or a long text. The comment is then added to the Alarm Log. See "Adding Log Comments" on page91.
Key Pick-up			Enter the name of the key recipient. You can also enter an Event Sub Code and/or short text, if this function has been activated. You can also lend keys out.
Key Return			Enter the Event Sub Code and/or text. Use this field when keys are returned. Enter a subcode and/or text.
Other >	Text		Creates a Log Comment. Depending on the configuration, the Operator can insert a brief comment, an Event Sub Code and/or a long text. The comment is then added to the Alarm Log. See "Adding Log Comments" on page91. **Note:** This menu contains customised commands. Please contact the Administrator for further information.
Timer >	Stop timer		Stops/resets the Timer.
	5 min ... 4 hours		Postpones the Alarm temporarily in the selected period. See "Postponing Alarms temporarily" on page92.
	Timer...		Postpones the Alarm in a user-specified period or to a certain time. See "Postponing Alarms temporarily" on page92.

Call (menu):

Command		Shortcut key	Description
Customer >	[Customers]		Calls the selected Customer ("Verification Call"). See "Calling Customers, Contacts or Global Units" on page86.
Contacts	[Contacts]		Calls the selected Contact. See "Calling Customers, Contacts or Global Units" on page86.
Global Units	[Linked Global Units]		Calls the selected Global Unit. See "Calling Customers, Contacts or Global Units" on page86.
Controls			Sends Control Signals to Panels (as defined in the Instructions).
All Instruction Actions			Shows available Actions.
Current Instruction Line >	Call		Calls the currently highlighted line in the Instruction.
	Call Directly		Calls the currently highlighted line in the Instruction directly.
Other Global Units >	[Non-linked Global Units]		Calls a non-linked, but available Global Unit.
Follow-up Event >	[Follow-up Events]		Performs the selected Follow-up Event. Follow-up Events are Event Codes, which describe Events, which occur before the Incident is disposed (eg. "Police arrived").
Panel Controls			Sends Control Signals, which are defined in the Panel (eg "Turn Lights ON", "Turn Lights OFF", "Close Signal", "Open Signal").
Passcard Login			Calls the person currently logged in with a Passcard.

Disposition (menu):

Command	Shortcut key	Description
Enable reg.		Registers Events on an Alarm, which has been disposed, but which should not be part of the Incident. During post-registration, you can choose a subcode and/or write a text, if so required for this particular site. If the field is mandatory, then the text header will be blue
Real	Alt+F1	Registers the Alarm as REAL.
False	Alt+F2	Registers the Alarm as FALSE.
Canceled (with Password)	Alt+F3	Registers that the Alarm was canceled using a valid Password.
Testing	Alt+F4	Registers the Alarm as a TEST.
Technical	Alt+F5	Registers the Alarm as a TECHNICAL ERROR.
Installer	Alt+F6	Registers the Alarm as having been canceled by an Installer on site.

User Items (menu):

This menu contains customised commands. You can create commands to open applications,

which are not part of interVIEW (eg Microsoft Word, Notepad and web sites). Please contact your Administrator for further information.

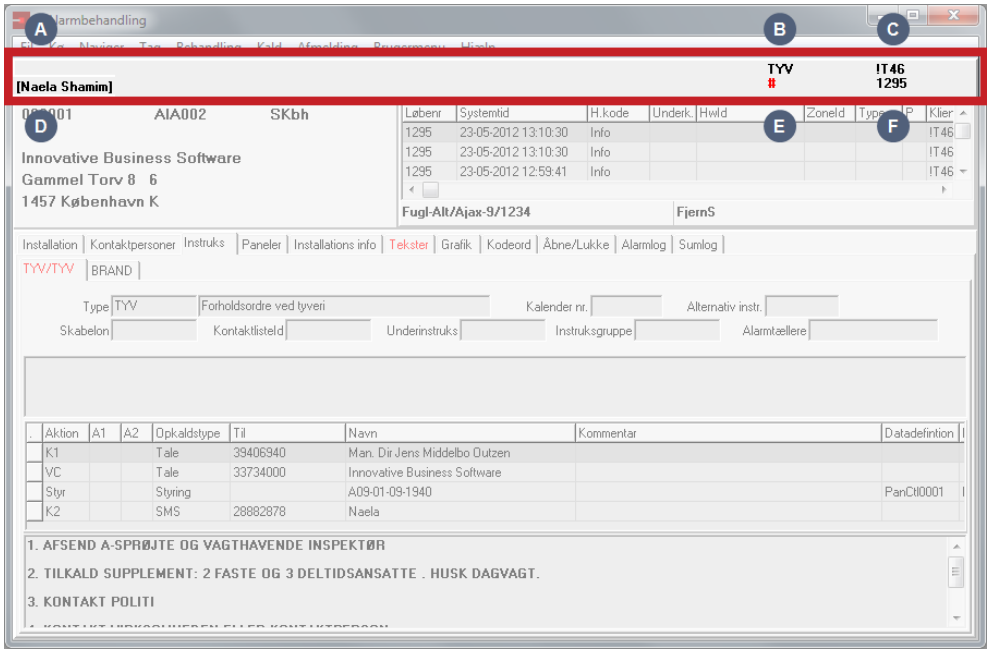
Command	Shortcut key	Description
[Customised Commands]		

Help (menu):

Command	Shortcut key	Description
Help	F1	Opens the interVIEW desktop Help & Support.
Panel Help		Opens a file or hyperlink (eg Word document or web site), which is linked to current Panel Type.
interVIEW	-	Displays the current interVIEW client application version.

Top Line

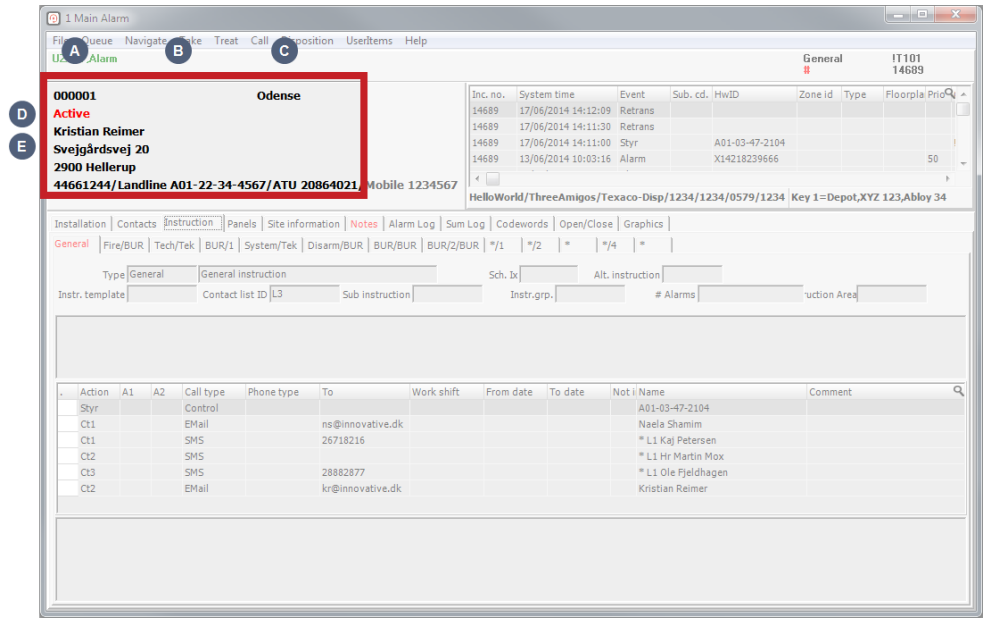
The top line highlights important information about the Active Alarm.



The Top Line in the Alarm Handling window (AHW).

	Description
A	Primary Alarm Information shows one of the following (depending on configuration). ■ Zone ID. ■ Zone Type. ■ Zone Text. ■ Zone Priority. ■ Detector Type.
B	The Instruction Type.
C	interVIEW Client ID.
D	Passcard-owner. If the Operator performs actions on behalf of a Contact/Global Unit, then the name of the Passcard-owner will be shown in this field (eg the name of the installer).
E	Checked (#): There are multiple Alarms in the queue from the same Site/Customer.
F	Incident Number.

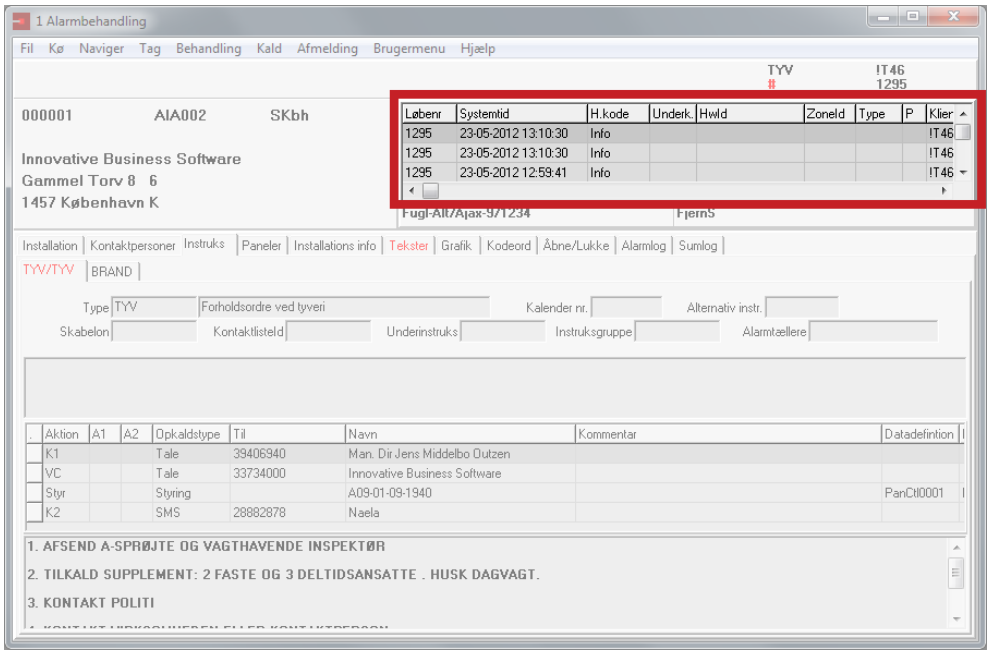
Customer Information



Primary Customer Information

	Description
A	Customer Number
B	Previous Customer Number.
C	The Global Unit, which is linked to the Site.
D	Monitoring Status. Shows the Site's/Customer's current Monitoring Status (eg Active, Passive, Decommissioned). **Note:** This field can be shown/hidden depending on the type of Monitoring Status.
E	Customer Name and Address

Top Window (pane)

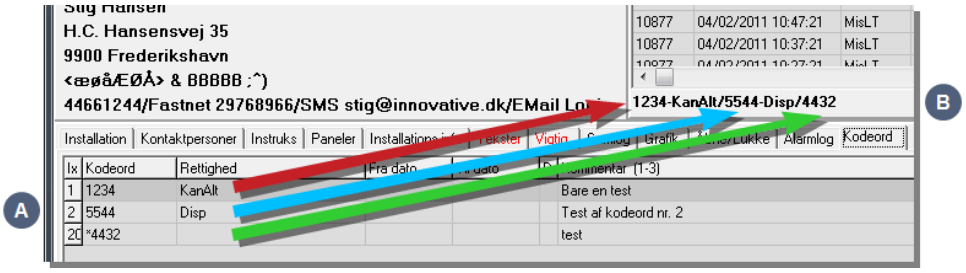

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Afmelding Brugermenu Hjælp
TYV
#
!T46
1295
000001 AIA002 SKbh
Innovative Business Software
Gammel Torv 8 6
1457 København K
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klier
1295 23-05-2012 13:10:30 Info !T46
1295 23-05-2012 13:10:30 Info !T46
1295 23-05-2012 12:59:41 Info !T46
Fugl-Alt/Ajax-971234
FjernS
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
TYV/TYV BRAND
Type TYV Forholdsordre ved tyveri Kalender nr. Alternativ instr.
Skabelon Kontaktlisteld Underinstruks Instruksgruppe Alarmtællere
Aktion A1 A2 Opkaldstype Til Navn Kommentar Datadefintion
K1 Tale 39406940 Man. Dir Jens Middelbo Outzen
VC Tale 33734000 Innovative Business Software
Styr Styring A09-01-09-1940 PanCtl0001
K2 SMS 28882878 Naela
1. AFSEND A-SPRØJTE OG VAGTHAVENDE INSPEKTØR
2. TILKALD SUPPLEMENT: 2 FASTE OG 3 DELTIDSANSATTE . HUSK DAGVAGT.
3. KONTAKT POLITI

Top Window (pane).

Depending on system setup, the Top Window Pane can contain the following:

- Text
- Passwords or
- Alarm Log

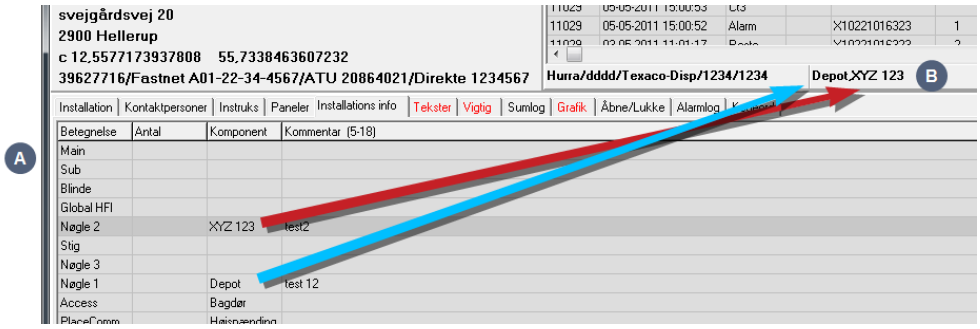
Codeword (pane)



*Codewords. **A**: Code words (table). **B**: Codewords (pane).*

	Description
A	The table Codewords displays the Codewords, Rights etc. interVIEW can present Codewords in the following ways: **codeword** = the code word has been created locally (ie only for this Site). ***codeword** = the Codeword is a Panel Code, which is linked to a Panel Type. **[Codeword]** = the Codeword is shared.
B	Codewords (pane) highlights the linked Codewords (and Security Levels) without the Operator having to select the tab Codewords. The format is as follows: **Codeword1-SecLevel1/Codeword2-SecLevel2/Codeword3-SecLevel3/etc**.

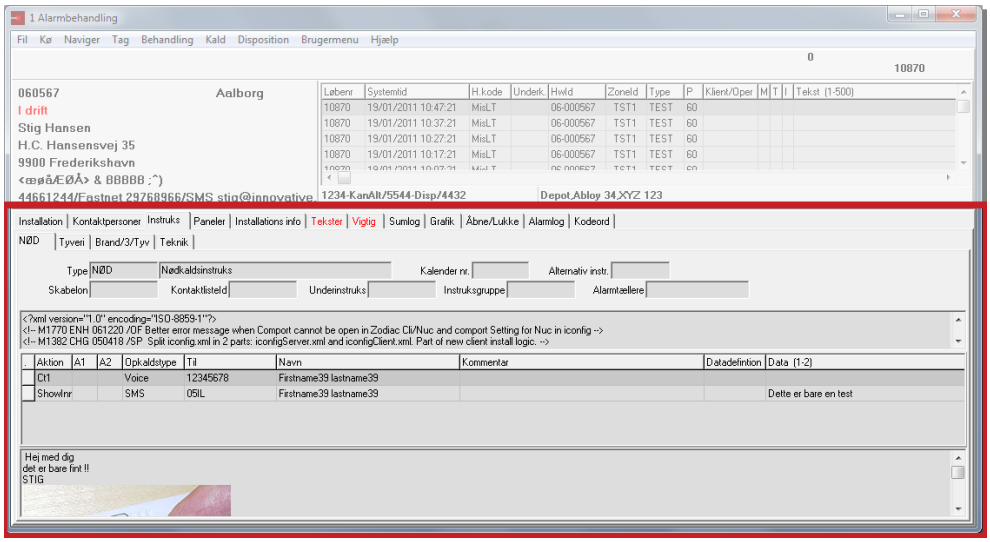
Components (pane)



*Components. **A**: Components (table). **B**: Components (pane).*

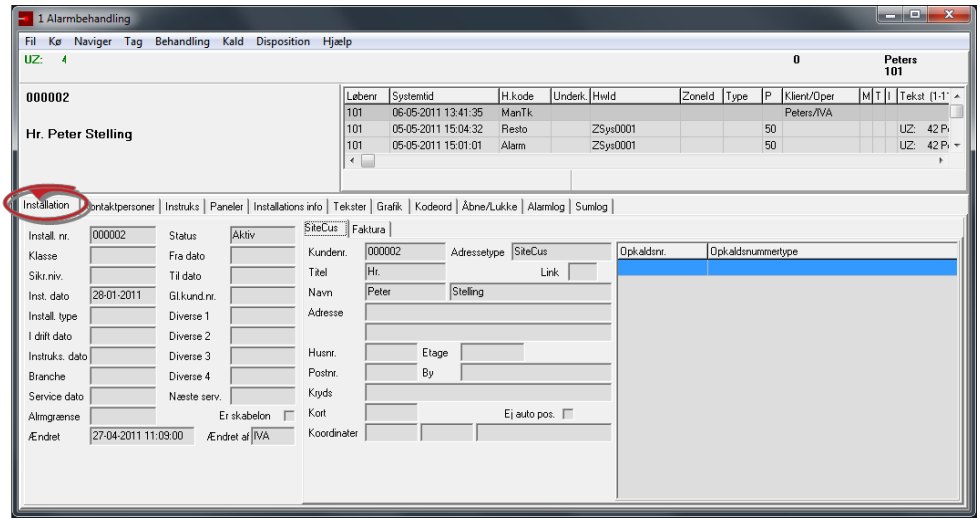
	Field	Description
A	Components (table)	Displays the linked Components.
B	Components (pane)	Highlights selected Component Labels and/or Components.

Tabs (the Alarm Handling window)


1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Brugermenu Hjælp
060567
Aalborg
I drift
Stig Hansen
H.C. Hansensvej 35
9900 Frederikshavn
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Vigtig Sumlog Grafik Åbne/Lukke Alarmlog Kodeord
NØD Tyveri Brand/3/Tyv Teknik
Type NØD Nødkaldsinstruks Kalender nr. Alternativ instr.
Skabelon Kontaktlisteld Underinstruks Instruksgruppe Alarmtællere
Aktion A1 A2 Opkaldstype Til Navn Kommentar Datadefintion Data (1-2)
Ct1 Voice 12345678 Firstname39 lastname39
ShowInr SMS 05IL Firstname39 lastname39 Dette er bare en test
Hej med dig
det er bare fint !!
STIG

Tabs (the Alarm Handling window).

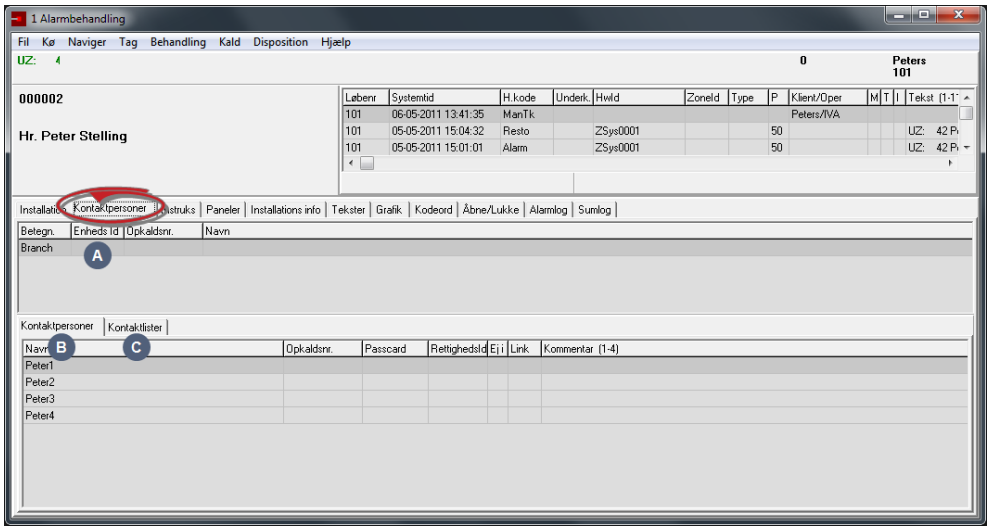
Installation (tab)



Installation (tab).

Field	Description
Site number	Site number.
Classes	Class.
Security Classes	Security class.
Install Date	Install Date. Not necessarily identical to the Monitoring Start date. See below.
Installation Type	Installation Type.
Monitoring start	Initial date for monitoring.
Instruction Date	Date for the latest revision/approval of the Instruction.
Trade	Trade.
Service date	The date for the most recent approval/test/repair/maintenance.
Alarm Limit	The Alarm Limit.
Changed/Revised	The time and date for the most recent change/revision.
Chngd by	User ID for the User, who most recently edited data.
Monitoring Status	Monitoring status.
From (date)	Complete the From and To fields to indicate the dates from and to which the status is valid (eg. from 08-05-01 and to 25-11-08).
To Date	Complete the From and To fields to indicate the dates from and to which the status is valid (eg. from 08-05-01 and to 25-11-08).
Previous customer number	Previous customer number.
Miscellaneous 1-4	Additional fields for free use. **Note:** Please contact Innovative for further information.
Next test/maintenance	The date for the next approval/test/maintenance.
Is template	Checked: This Site acts as a Site Template for new Sites.

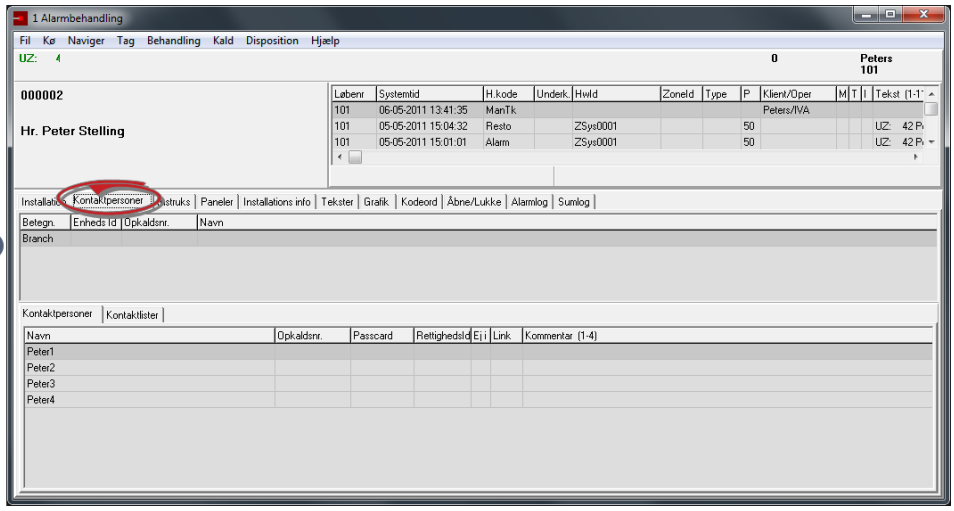
Contacts (tab)


1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
Betegn. Enheds Id Opkaldsnr. Navn
Branch
A
Kontaktpersoner Kontaktlister
Navn B C Opkaldsnr. Passcard RettighedsId Ej i Link Kommentar (1-4)
Peter1
Peter2
Peter3
Peter4

Contacts (tab)

	Field	Description
A	Global Units	See "Global Units (tab)" on the next page.
B	Contacts (tab)	See "Contacts (tab)" on page51.
C	Contact Lists (tab)	See "Contact Lists (tab)" on page52.

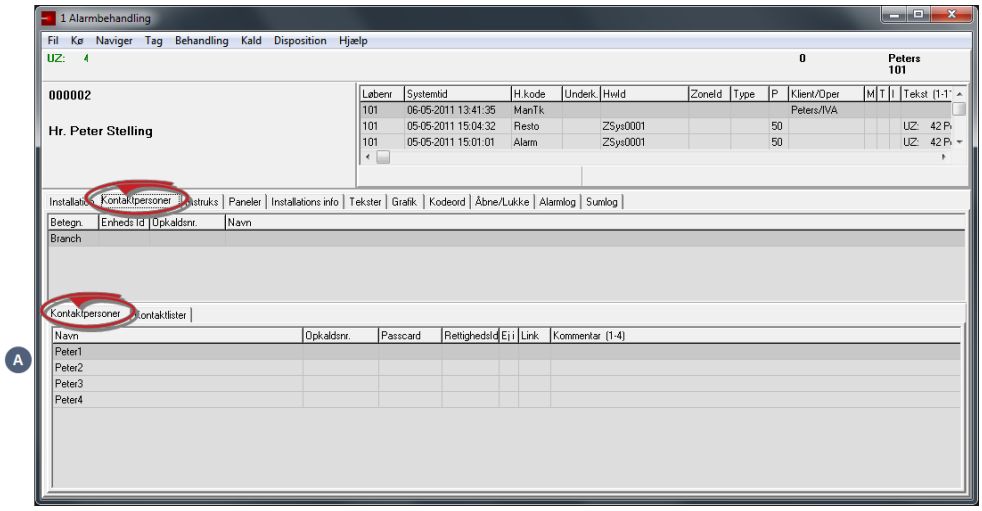
Global Units (tab)


1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld ZoneId Type P Klient/Oper M T I Tekst (1-1
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
Betegn. Enheds Id Opkaldsnr. Navn
Branch
A
Kontaktpersoner Kontaktlister
Navn Opkaldsnr. Passcard Rettighedsld Ej i Link Kommentar (1-4)
Peter1
Peter2
Peter3
Peter4

Global Units (tab). The first Global Unit in the table is the Primary Global Unit .

	Field	Description
A	Unit Label	The Global Unit Label.
	Global Unit ID	The Global Unit ID.
	Phone Number	The Phone Number for the Global Unit.
	Name	The name of the Global Unit.

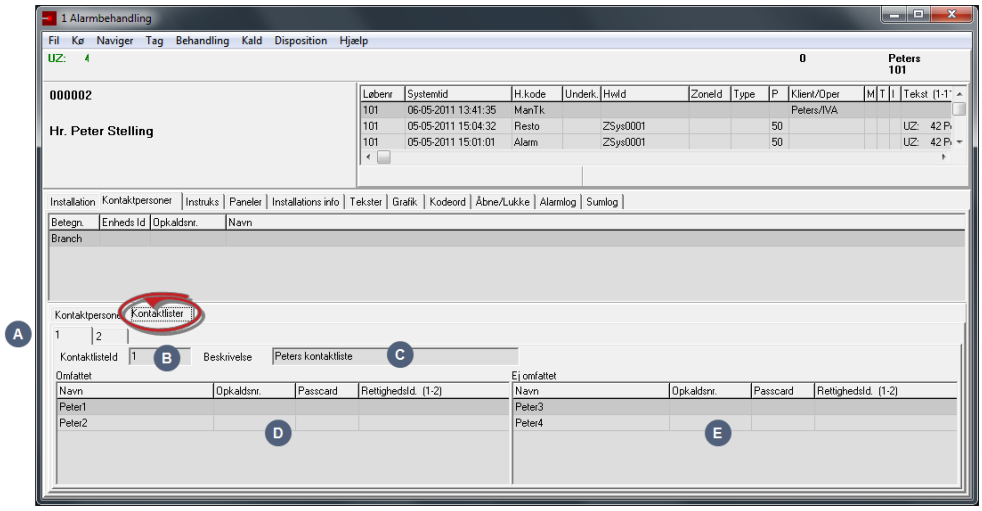
Contacts (tab)



Contacts (tab)

	Table	Description
A	Name	The name of the Contact.
	Phone Number	The Phone Number.
	Passcard	Passcard.
	Security Level	Security Levels.
	Not in instruction	Checked: Excludes the Contact from any linked Instructions. Empty: Includes the Contact in any linked Instructions.
	Links	The number of Sites, to which the Contact is linked.
	Comment	Any comments.

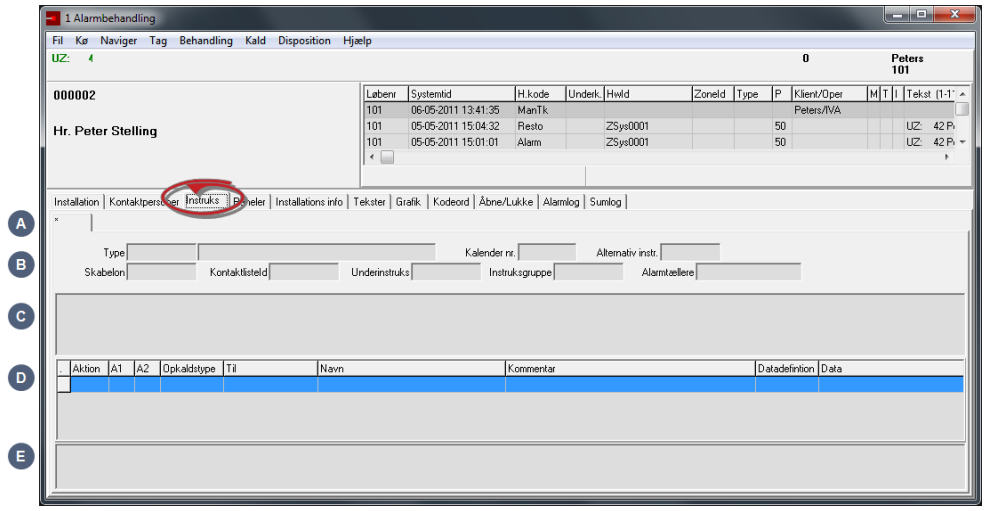
Contact Lists (tab)



Contact Lists (tab)

	Field	Description
A	Contact Lists	The name/ID of the Contact List.
B	Contact List ID	This field is only used to acquire information.
C	Description	Contains a brief description.
D	Global CList	If the Contact List is based on a Global Contact List, then the name (Site Number - Contact List ID) of the Global Contact List will be displayed here.
E	Links	The number of Sites that are linked to the Global Contact List.
F	Shared	Checked: The Contact List is a Global Contact List.
G	Contact List Types	Contact List Types.
H	Included Contacts	Contacts, which are members of the Contact List.
I	Excluded (but available) Contacts.	Contacts, which are NOT members of the Contact List.

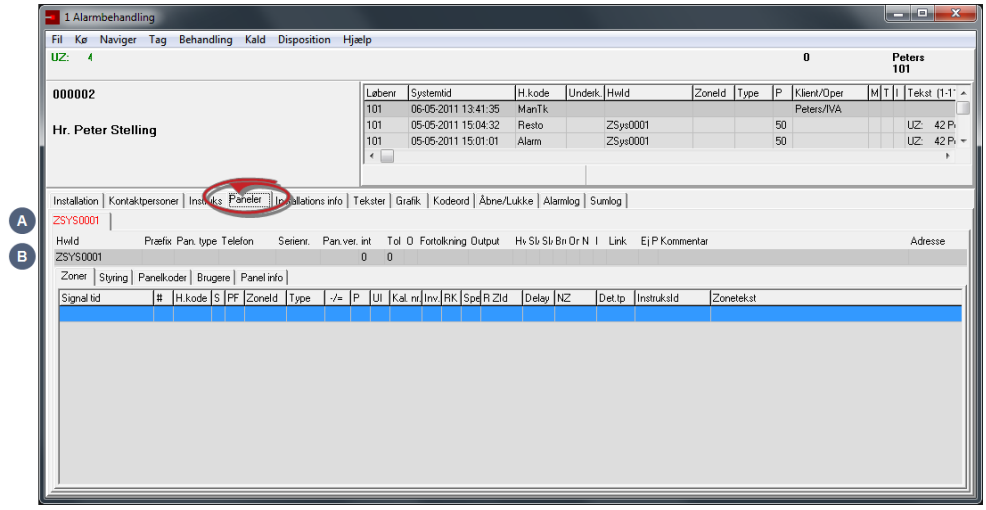
Instructions (tab)



	Field		Description
A	Instruction ID (tab)		The name of the Instruction. The format is as follows: **Instruction Type/Sub Instruction Number/Instruction Group**.
B	Instruction Type		The picklist Instruction Types.
	Instruction Type (description)		Contains a brief description.
	Schedule Number		The picklist Schedule Numbers.
	Alternative Instructions		The picklist Alternative Instructions.
	Template		The picklist Instruction Templates.
	Contact List ID		The picklist Contact List ID.
	Sub Instruction		Sub Instruction.
	Instruction Group		The picklist Instruction Groups.
C	Top Note		Displays the content of the Top Note, as defined in the Instruction Template.
D	Actions/ Instruction Lines	Action	The name of the Action (also known as the Instruction Line).
		A1	Checked (X): interVIEW automatically performs the Action as a Primary Auto Instruction (A1).
		A2	Checked (X): interVIEW automatically performs the Action as a Secondary Auto Instruction (A2).
		Call type	The Call Type (eg voice, text message or Control Signal).
		To	The Phone Number.
		Name	The name of the Contact or Global Unit to be called.
		Comment	Any comments.
		Data Definition	The Data Definition.
		Data	Data (for Control Signals, text messages, e-mails etc).
E	Free text		Displays any free text as created in the Data Entry window.

Panels (tab)

The tab **Panels** contains information about the Panels, which are linked to the Site.

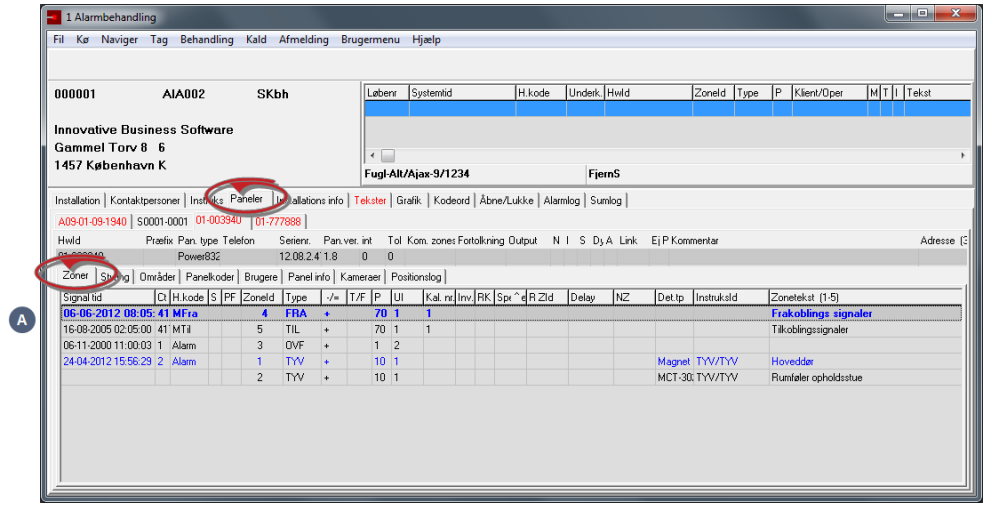

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld ZoneId Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
A
ZSYS0001
B
Hwld Præfix Pan. type Telefon Serienr. Pan.ver. int Tol O Fortolkning Output Hv Sl Sl Bn Or N I Link Ej P Kommentar Adresse
ZSYS0001 0 0
Zoner Styring Panelkoder Brugere Panel info
Signal tid # H.kode S PF ZoneId Type -/+ P UI Kal. nr Inv RK Spe R ZId Delay NZ Det.tp InstruksId Zonetekst

Panels (tab). **A***: Hardware IDs.*

	Field	Description
A	Panels (tabs)	Each tab represents a Panel.
B	Zones (tab)	See "Zones (tab)" on the facing page.
	Control Signal (tab)	See "Control Signal (tab)" on page57.
	Panel Codes (tab)	See "Panel Codes (tab)" on page58.
	Users (tab)	See "Users (tab)" on page59.
	Panel Info (tab)	See "Panel info (tab)" on page60.

Zones (tab)

The tab **Zones** contains an overview of the Zones on the selected Panel (Hardware ID).

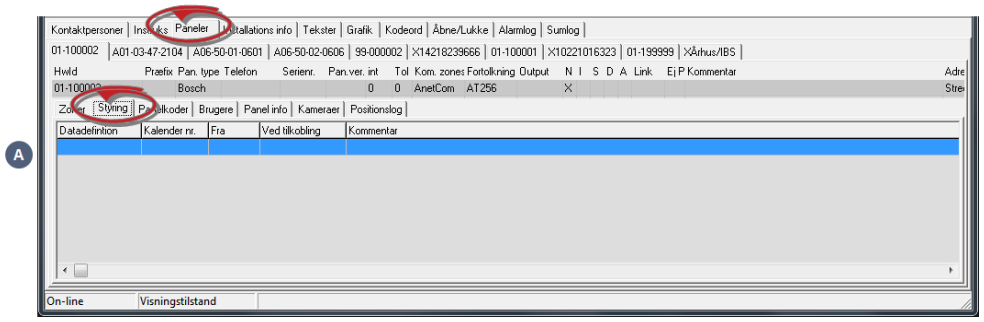

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Afmelding Brugermenu Hjælp
000001 AIA002 SKbh
Innovative Business Software
Gammel Torv 8 6
1457 København K
Fugl-Alt/Ajax-9/1234
FjernS
Installation Kontaktpersoner Paneler Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
Zoner Områder Panelkoder Brugere Panel info Kameraer Positionslog
A

Zones (tab). **A***: Zones (table).*

Field	Description
Signal Time	Date/time for the most recently received signal.
# (Ct) Count	The number of received signals.
Event Code	Event Code.
S	Checked (X): The Zone is currently in Test Mode. See "Test Mode" on page103.
PS	P = Panel Zone. S = Slave Zone.
Zone ID	The name/ID of the Zone.
Zone Type	The Zone Type.
-/=	Alarm Generation Mode.
A/D	A = Arm signal. D = Disarm signal
P	Zone Priority.
SI	The number of the linked Sub Instruction.
Schedule Number	The number of the linked O/C-schedule. **Note:** This feature is an add-on module to interVIEW and requires a separate licence.
Invert	Checked: The signal is inverted.
Rr (Restore required)	Checked (X): The Zone requires a Restore signal in order to be restored.
Special in Test/Protected Zone	Checked (X): The Zone is protected from inadvertently being placed in Test Mode. .

Field	Description
RZ Restore Zone ID	The name/ID of the Restore Zone.
Delay (sec)	Delay (in seconds).
CZ Cancel Zone	The Cancel Zone.
Detector Type	The Detector Type.
Instruction ID	The Instruction, which the Zone uses in case of an Alarm.
Zone Text	The Zone Text.

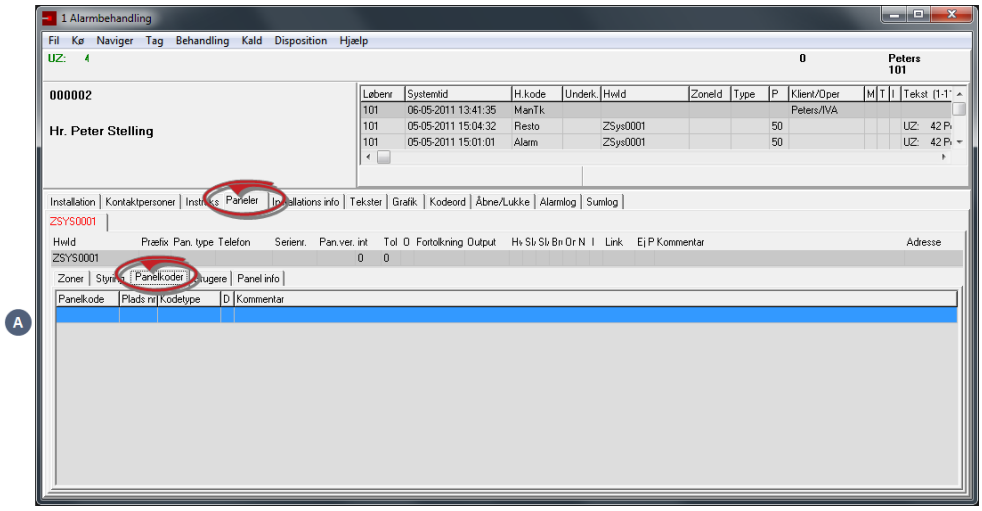
Control Signal (tab)



*Control Signal (tab). **A**: Control Signals (table).*

	Field	Description
A	Data Definition	Data Definition.
	Schedule No.	Schedule Number.
	At open	Checked: Transmits the Control Signal when the Alarm is opened/disarmed.
	At close	Checked: Transmits the Control Signal when the Alarm is closed/armed.
	Comment	Any comments.

Panel Codes (tab)

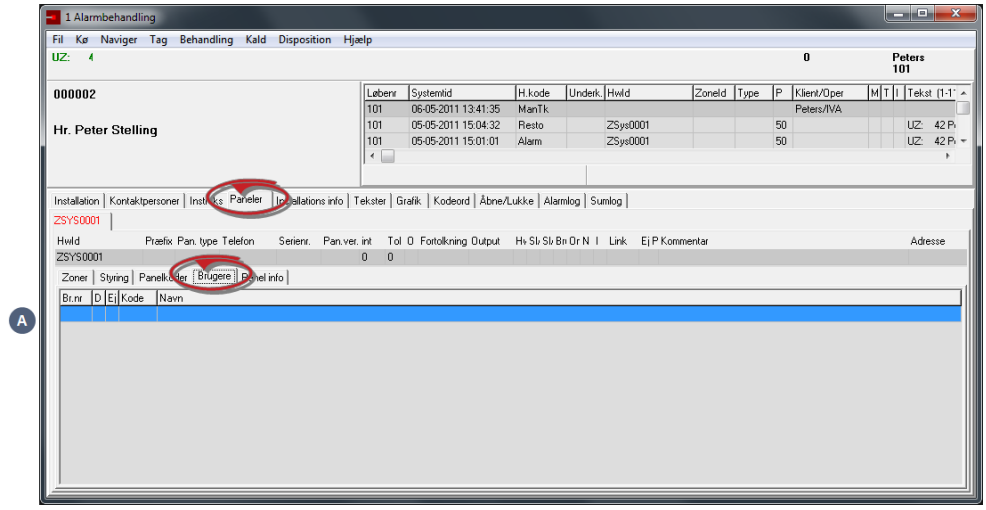

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
ZSYS0001
Hwld Præfix Pan. type Telefon Serienr. Pan.ver. int Tol O Fortolkning Output Hv Sl Sl Bn Or N I Link Ej P Kommentar Adresse
ZSYS0001 0 0
Zoner Styring Panelkoder Brugere Panel info
Panelkode Plads nr Kodetype D Kommentar
A

Panel Codes (tab). ***A****: Panel Codes (table).*

	Column	Description
A	Panel Code	The code that must be entered on the Panel to arm/disarm the system.
	Slot Number	Panel Code slot number.
	Panel Code Type	The Panel Code Type.
	Shared Code	Checked: The Panel Code is shared with another Panel.
	Comment	Any comments.

Users (tab)

The tab **Users** contains the individuals, who have permission to enter/exit the Site.

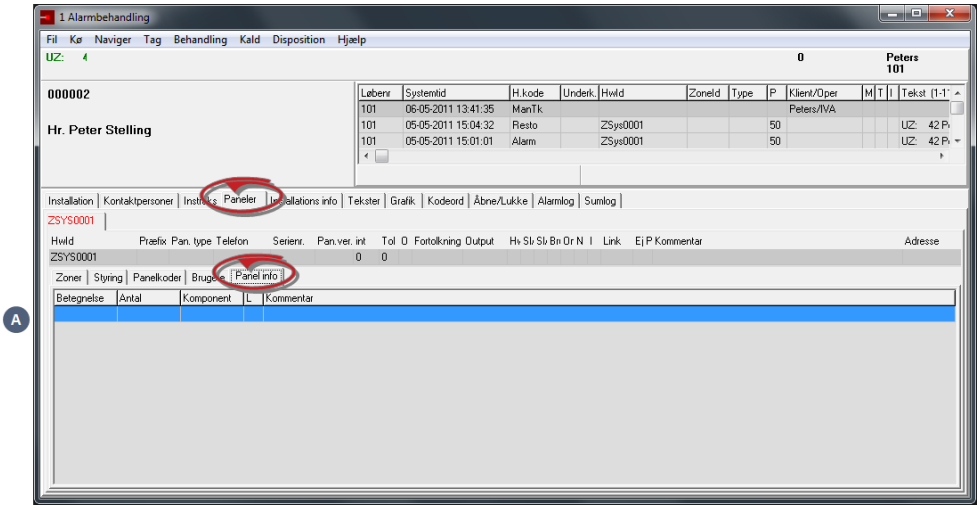

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ:
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ:
Installation Kontaktpersoner Paneler Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
ZSYS0001
Hwld Præfix Pan. type Telefon Serienr. Pan.ver. int Tol O Fortolkning Output Link Kommentar Adresse
ZSYS0001 0 0
Zoner Styring Brugere Panel info
Br.nr D Ej Kode Navn
A

*Users (tab). **A**: Users (table).*

	Column	Description
A	User Number	User Number.
	Shared User	Checked: The User is shared with another Panel.
	No Floating Window	Checked (X): The User is NOT allowed to employ the Floating Windows feature.
	Code	The User's code.
	Name	The name of the User.

Panel info (tab)

The tab **Panel info** contains information about the Panel.

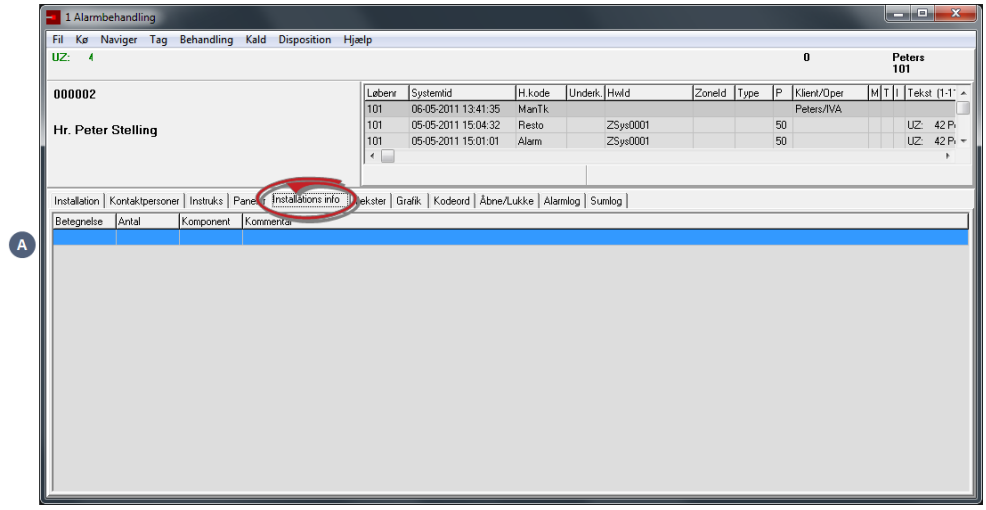

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Installations Paneler Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
ZSYS0001
Hwld Præfix Pan. type Telefon Serienr. Pan.ver. int Tol O Fortolkning Output Link Ej P Kommentar Adresse
ZSYS0001 0 0
Zoner Styring Panelkoder Brugere Panel info
Betegnelse Antal Komponent L Kommentar
A

*Panel info (tab). **A**: Components (table).*

	Column	Description
A	Component Label	The Component Label.
	Qty	The number of Components.
	Component	The Component.
	Local	Checked: Only applies to the local Site.
	Comment	Any comments.

Site info (tab)

The tab **Site info** contains information about the Site.

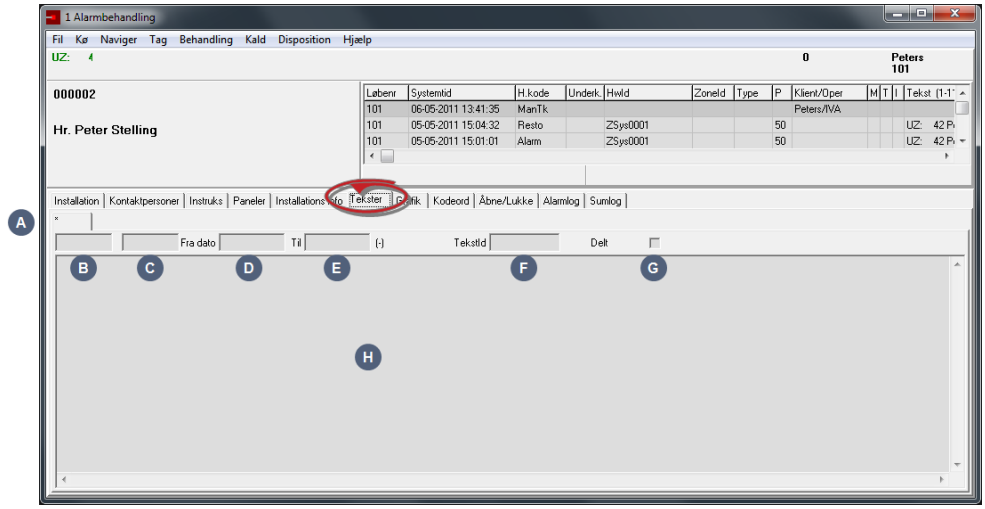

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ: 4
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Panel Installations info Tekster Grafik Kodeord Åbne/Lukke Alarmlog Sumlog
Betegnelse Antal Komponent Kommentar
A

Site info (tab). **A***: Components (table).*

	Column	Description
A	Component Label	The Component Label.
	Qty	The number of Components.
	Component	The Component.
	Comment	Any comments.

Texts (tab)

The tab **Texts** contains supplemental information (in addition to Instructions) for the Operator.

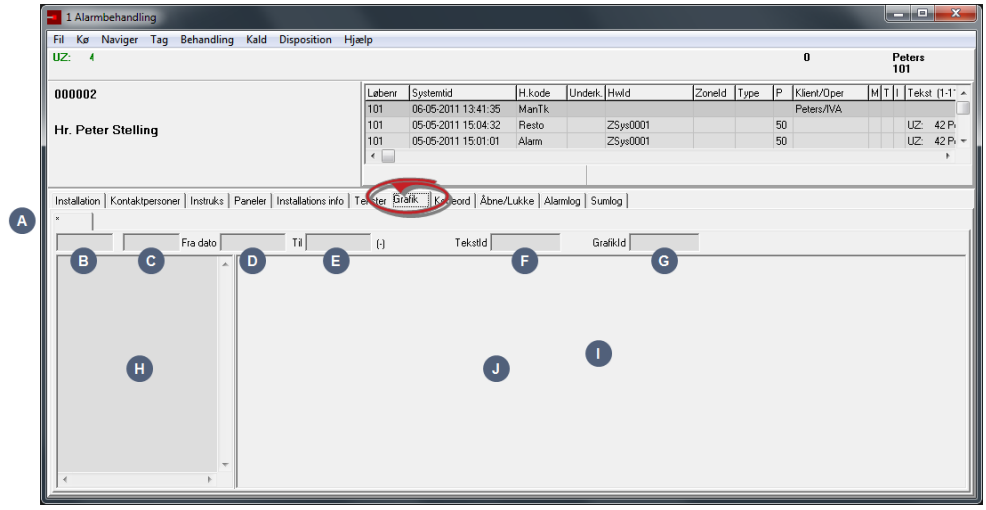


Texts (tab)

	Field	Description
A	Text tabs	Each Note/Text has a separate Text tab. **Note:** By default, the title in the Text tab is identical to the title in the selected Note tab (see below).
B	The Note Type	The picklist Note Types. Displays the selected Text type.
C	Renaming Text tab titles	Used to rename the title of the Text tab.
D	From (date)	The effective date for the Text/Note.
E	To Date	The expiry date for the Text/Note. **Note:** If left blank, then the Text/Note will not expire.
F	Note ID	If the displayed text is a text snippet from the Text Library, then this field shows the Global Text ID.
G	Shared	Checked: The Note is shared.
H	Text Pane	Displays the contents of the Text/Note.

Graphics (tab)

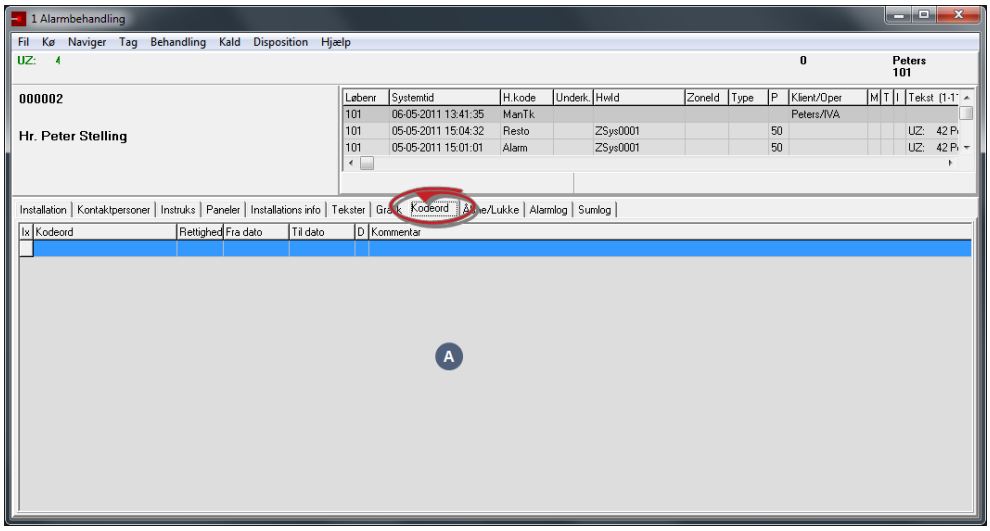
The tab **Graphics** contains supplemental graphics/images.



Graphics (tab).

	Field	Description
A	Graphics Notes	Graphics Notes (tabs).
B	Note Types (picklist)	The picklist Note Types.
C	New ID	Renames the Graphics Note. Only used when you create/edit the Graphics Note.
D	From date…	The effective date for the Graphics Note.
E	To date…	The expiry date for the Graphics Note.
F	Note ID (picklist)	If the Text Pane (H) originates from the Note Library, then the Note ID is displayed here.
G	Graphics ID (picklist)	The Name/ID of the Graphics in the Graphics Library.
H	Text Pane	Caption. The Text Pane may include: ■ Local text (RTF-format). ■ Global Text (via Text ID).
I	Graphics Pane	The contents of the graphics file (Graphics ID) from the Graphics Library. Click the graphics to toggle between zooming in/out.
J	Dot Mapping	Highlights a specific area or element, such as the location of a fire panel, on a map.

Codewords (tab)

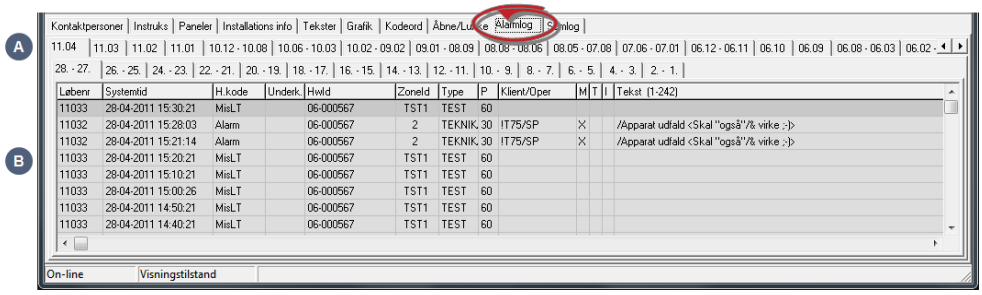

1 Alarmbehandling
Fil Kø Naviger Tag Behandling Kald Disposition Hjælp
UZ:
0
Peters
101
000002
Hr. Peter Stelling
Løbenr Systemtid H.kode Underk. Hwld Zoneld Type P Klient/Oper M T I Tekst
101 06-05-2011 13:41:35 ManTk Peters/IVA
101 05-05-2011 15:04:32 Resto ZSys0001 50 UZ: 42 P
101 05-05-2011 15:01:01 Alarm ZSys0001 50 UZ: 42 P
Installation Kontaktpersoner Instruks Paneler Installations info Tekster Grafik Kodeord Alarm/Lukke Alarmlog Sumlog
Ix Kodeord Rettighed Fra dato Til dato D Kommentar
A

Codewords (tab). ***A****: Codewords (table).*

	Field	Description
A	Codewords	The table Codewords displays linked Codewords as follows: **codeword** = the code word has been created locally (ie only for this Site). ***codeword** = the Codeword is a Panel Code, which is linked to a Panel Type. **[codeword]** = the Codeword is shared and inherited from a linked Site.
	Security Level	Security Levels.
	From (date)	Effective FROM date.
	To Date	Effective TO date.
	Shared	Checked (X): Codeword is shared.
	Comment	Any comments.

Alarm Log (tab)

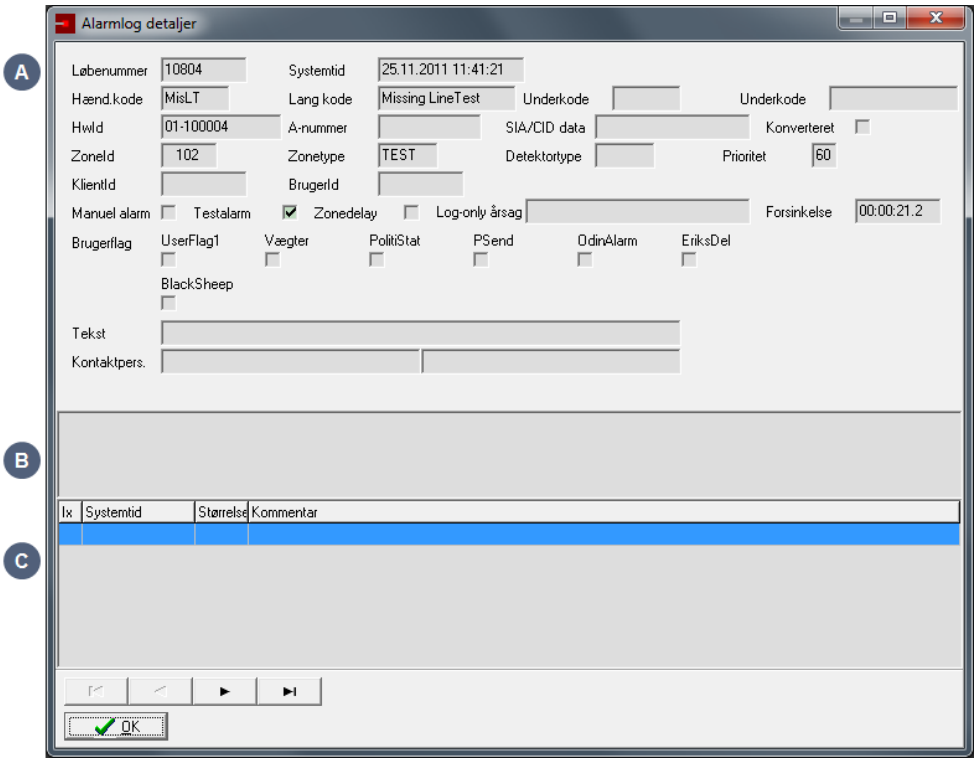
The tab **Alarm Log** contains a log of all Events on a given Site.


A
B
Kontaktpersoner | Instruks | Paneler | Installations info | Tekster | Grafik | Kodeord | Åbne/Lukke | Alarmlog | Smlog
Løbenr | Systemtid | H.kode | Underk. | Hwld | ZoneId | Type | P | Klient/Oper | M | T | I | Tekst (1-242)
11033 | 28-04-2011 15:30:21 | MisLT | 06-000567 | TST1 | TEST | 60
11032 | 28-04-2011 15:28:03 | Alarm | 06-000567 | 2 | TEKNIK, 30 | IT75/SP | X | /Apparat udfald <Skal "også"/& virke ;-)>
11032 | 28-04-2011 15:21:14 | Alarm | 06-000567 | 2 | TEKNIK, 30 | IT75/SP | X | /Apparat udfald <Skal "også"/& virke ;-)>
11033 | 28-04-2011 15:20:21 | MisLT | 06-000567 | TST1 | TEST | 60
11033 | 28-04-2011 15:10:21 | MisLT | 06-000567 | TST1 | TEST | 60
11033 | 28-04-2011 15:00:26 | MisLT | 06-000567 | TST1 | TEST | 60
11033 | 28-04-2011 14:50:21 | MisLT | 06-000567 | TST1 | TEST | 60
11033 | 28-04-2011 14:40:21 | MisLT | 06-000567 | TST1 | TEST | 60
On-line
Visningstilstand

Alarm Log (tab). ***A****: Alarm Log Groups (tab).* ***B****: Alarm Log entries.*

	Field	Description
A	Alarm Log Groups (tabs)	Depending on the amount of traffic, each tab can contain Alarm Log entries in four levels: ■ [year/end month - year/begin month] (eg 10/07 - 10/03) ■ [year/month] (eg 10/12) ■ [hours] ■ [minutes] **Note:** Each tab can contain up to 300 entries. If the number of entries exceeds 300, then interVIEW automatically creates a new tab.
B	Incident Number	The Incident Number for the Alarm.
	System Time	Server time stamp (Windows system time).
	E-code	The Event Code.
	Sub-code	The Event Sub Code.
	HwID	Hardware Identification.
	ZoneID	Zone ID.
	Instruction Type	The Zone Type.
	P	Zone Priority.
	Client/Operator	Client ID/Operator ID.
	M	Checked: The Alarm was generated manually.
	T	Checked: The Alarm was generated as part of a test.
	I	Checked: The Alarm contains supplemental information. Open the Alarm Log details window (Double-click or Ctrl+Z) for additional information.
	Text	Displays text based on the Event Code (eg. Zone description, Operator ID).

Alarm Log Details (window)



Alarm Log Details (window).

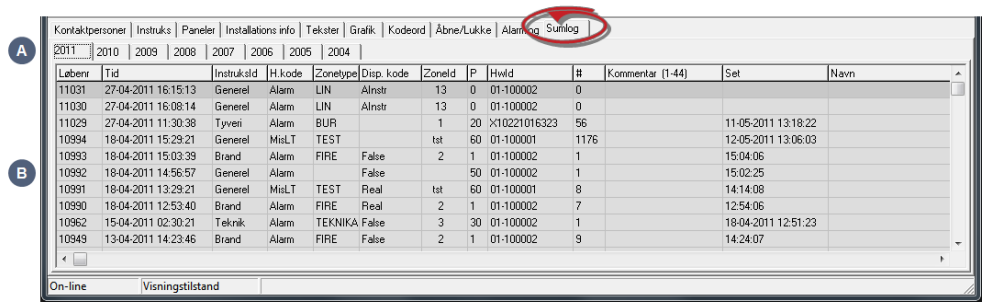
	Field	Description
A	Incident Number	The Incident Number for the Alarm.
	System Time	Windows system time.
	Event Code	The abbreviated name of the Event Code.
	Long code	The full name of the Event Code.
	Sub Code	-
	Sub Code	-
	HwID	Hardware ID.
	A-number	The A-number.
	SIA/CID data	If the Alarm is based on a SIA/CID signal, then the field displays the original SIA/CID data (as forwarded by the Concentrator). For example, "BR13001109", where B = Contact ID (A = SIA) R = Restore (A = Alarm) 130 = CID Burglar Alarm 01 = CID Area Number 109 = CID Zone Number

	Field	Description
	Converted	Checked: Signal has been converted using a SIA/CID Conversion.
	Zone ID	Zone ID.
	Zone Type	Zone Type.
	Detector Type	Detector Type.
	Priority	Zone Priority.
	Client ID	interVIEW Client ID.
	User ID	User ID.
	Manual Alarm	Checked: The Alarm was generated manually.
	Test Alarm	Checked: Alarm was generated as part of a test.
	Zone Delay	Checked: Zone Delay.
	Reason for Log-Only	This field contains a value that explains why the alarm has been suppressed. 1. Calendar linked to the Zone. 2. Calendar linked to the Instruction. 3. Zone Type which is only generated if the customer is already in the alarm queue. 4. Zone Delay specified. 5. System setup, which causes the restore to not be appear in the queue. 6. Alarm initiated as log-only. 7. Expected test/open/close signal. 8. Log-only zone or supervisory status.
	Delay	This field shows the time delay (in seconds) between receiving the Alarm in the Concentrator and placing it in the Alarm Queue/log. In case of missing test/open/close alarms, this field displays the time after the last period that the alarm was generated.
	Text	Zone Text ("The small text field").
	Contacts	Contacts
B	Text	"The large text field".
C	Ix	Index.
	System Time	Windows system time.
	Size	Size.
	Comment	Any comments.

Sum Log (tab)

The Sum Log lists each Incident as a line.

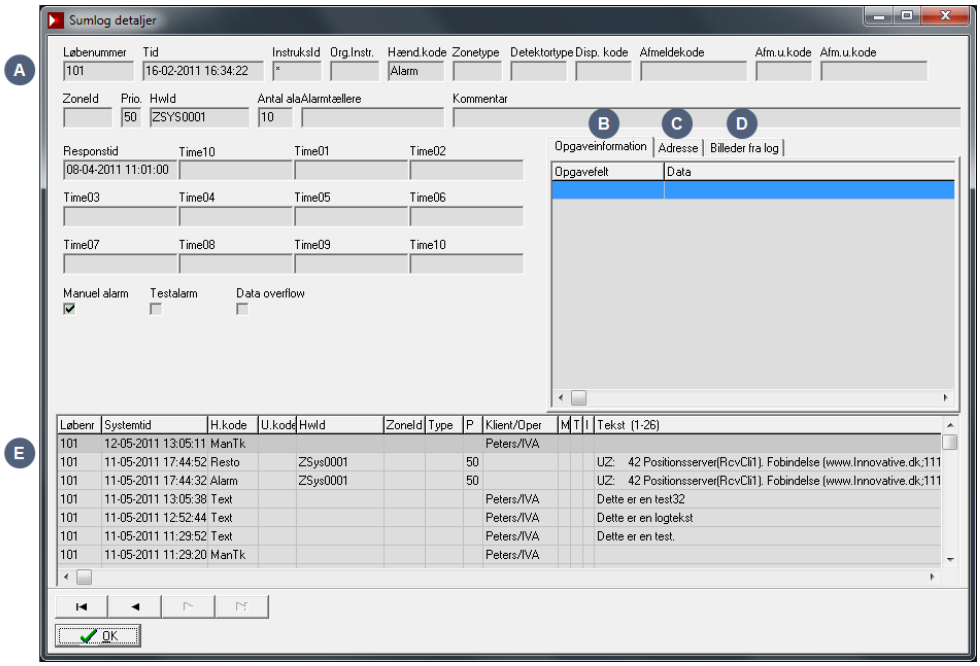
Note: To see all events under the same Incident, see "Alarm Log (tab)" on page65.



Sum Log (tab). **A***: Sum Log Groups (tabs).* **B***: Sum Log Entries.*

	Field	Description
A	Sum Log Groups (tabs)	
B	Incident Number	The Incident Number for the Alarm.
	Time	Server time stamp (Windows system time).
	IId	Instruction Number/ID.
	E-code	The Event Code.
	Zone Type	The Zone Type.
	D-code	The Disposition Event Code.
	ZoneID	Zone ID.
	P	Zone Priority.
	HwID	Hardware Identification.
	#	Displays the number of received alarms.
	Comment	Any comments.
	Acknowledged	Date/time when the alarm was acknowledged.
	Name	Name.
	Disposition Time	The time when the Alarm was disposed.
	T1-T10	Checked: Displays Incident progress (eg. police called).
	M	Checked: The Alarm was generated manually.
	T	Checked: The Alarm was generated as part of a test.

Sum Log details (window)



Sum Log details (window).

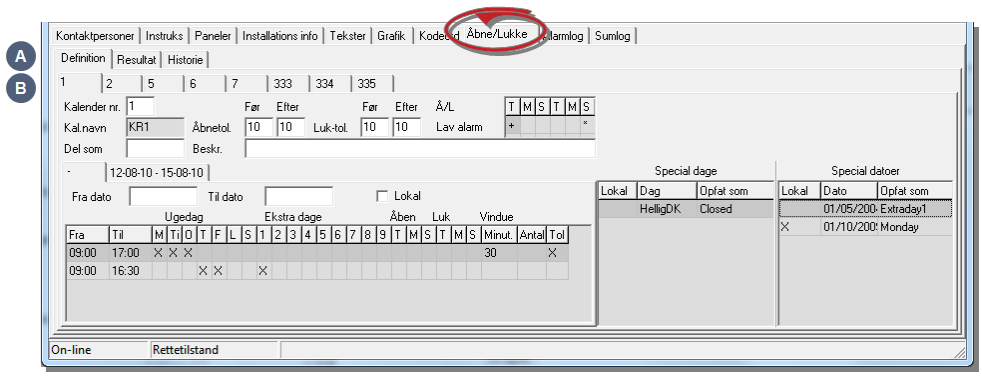
	Field	Description
A	Incident Number	The Incident Number for the Alarm
	Time	Time stamp (Windows time)
	Instruction ID	Instruction ID
	Original Instruction	Original Instruction
	Event Code	Event Code
	Zone Type	The Zone Type
	Detector Type	The Detector Type
	Disposition Code	Disposition Code (long version)
	Disposition Code	Disposition Code (short version)
	Disposition Sub Code	Disposition Sub Code (long version)
	Disposition Sub Code	Disposition Sub Code (short version)
	Zone ID	Zone ID
	Priority	Zone Priority
	HwID	Hardware ID
	Alarm Counts	Alarm Counts
	Alarm Limit Counter	The number of Alarms (as linked to any applied Alarm Limit)
	Comment	Any comments.
	Response Time	Response Time
	Time10 - Time10	Sum Log Time Groups
	Manual Alarm	Checked: The Alarm was generated manually.

	Field	Description
	Test Alarm	Checked: The Alarm was generated as part of a test.
	Data overflow	-
B	Job information (tab)	Information about the task.
C	Address (tab)	Address Information.
D	Images from the log (tab)	Images.
E	Alarm Log	Displays the Alarm Log.

Open/Close (tab)

The tab **Open/Close** controls Open/Close Schedules.

Note: This feature is an add-on module to interVIEW and requires a separate licence.

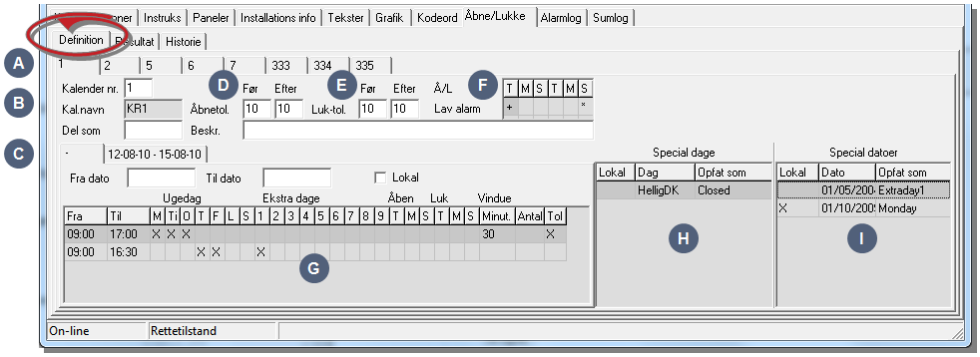


Open/Close (tab).

	Field	Description
A	Definition (tab)	Shows the Schedule definition. See "Definition (tab)" on the next page
	Result (tab)	Calculates and shows the result of the O/C Schedule based on its Definition. See "Result (tab)" on page83
	History (tab)	Shows the Schedule history. See "History (tab)" on page84.
B	Schedules (tabs)	Existing Schedules.

Definition (tab)

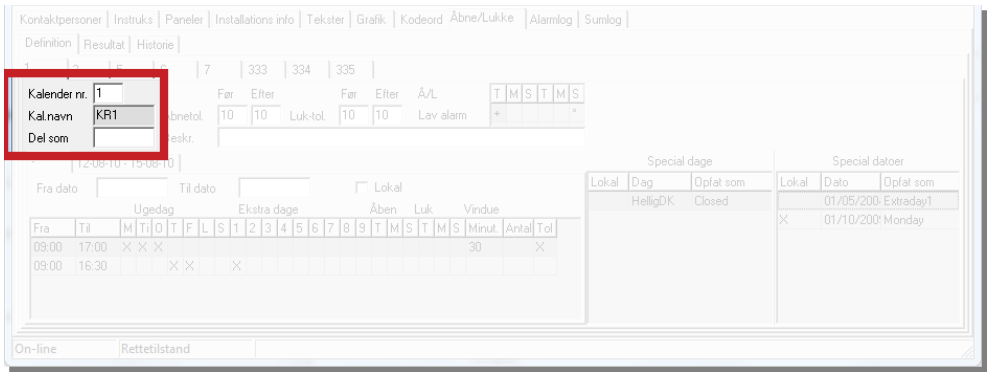
The tab **Definition** defines O/C Schedules.



Definition (tab).

	Field	Description
A	Schedules	Each tab represents a Schedule. The tab title is identical to the Schedule Index.
B	Schedule properties	The Schedule properties. See "Schedule properties (Open/Close)" on the facing page.
C	Schedule Periods	Each Schedule can have multiple Periods, which can be in effect at different times. See "Schedule Periods (Open/Close)" on page78
D	Open Tolerance.	See "Open Tolerance (Open/Close)" on page74.
E	Close Tolerance	See "Close Tolerance (Open/Close)" on page75.
F	Make Alarm	See "Make Alarm (Open/Close)" on page76.
G	Schedule Period Hours	See "Schedule Period Hours (Open/Close)" on page79.
H	Special Days	See "Special Days (Open/Close)" on page81.
I	Special Dates	See "Special Dates (Open/Close)" on page82.

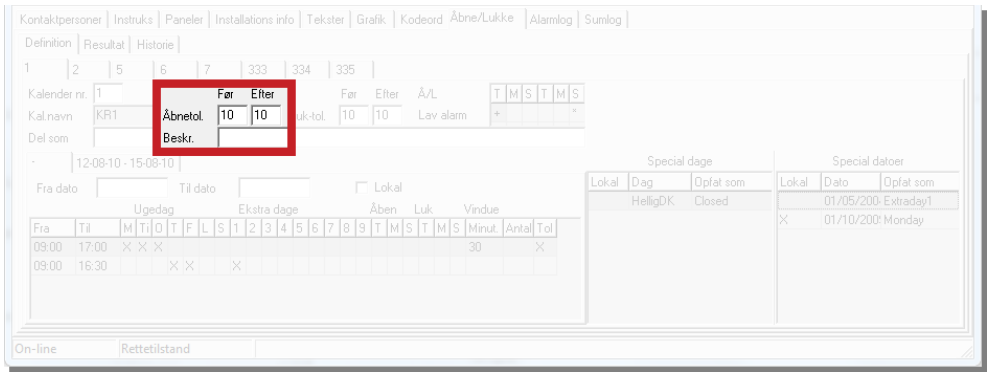
Schedule properties (Open/Close)



Schedule properties (Open/Close).

Field	Description
Schedule Number	Schedule Number.
Schedule Name	The name/ID of the Schedule.
Share as…	This field is used, when creating a Global Calendar (in the DEW).

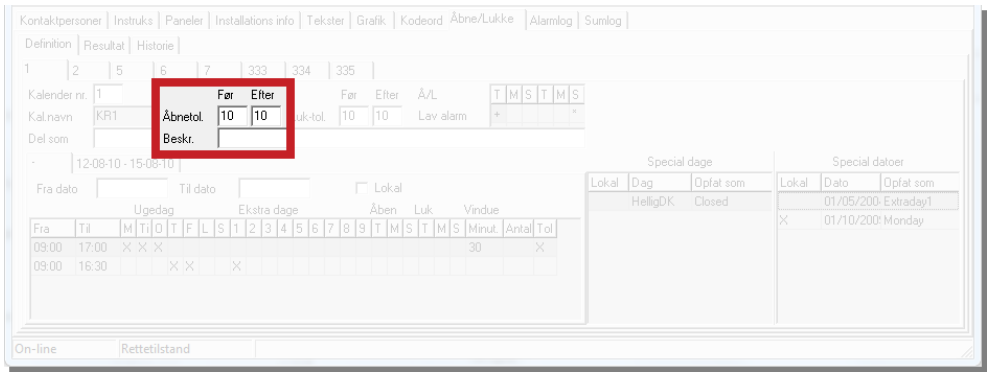
Open Tolerance (Open/Close)



Open Tolerance (Open/Close).

Field	Description
Open Tolerance/Before	The number of minutes *before the scheduled opening time*, within which, interVIEW will accept an Open signal, without generating an Alarm.
Open Tolerance/After	The number of minutes *after the scheduled opening time*, within which, interVIEW will accept an Open signal, without generating an Alarm.
Descrip.	Contains a brief description.

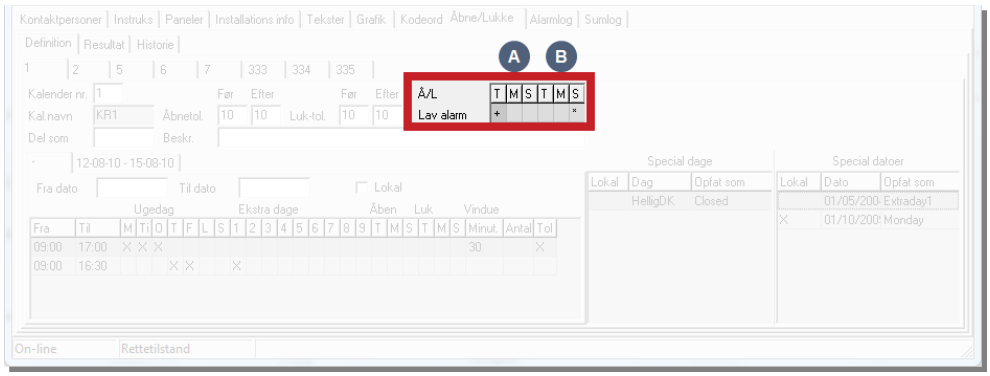
Close Tolerance (Open/Close)



Close Tolerance.

Field	Description
Close Tolerance/Before	The number of minutes *before the scheduled closing time*, within which, interVIEW will accept a Close signal, without generating an Alarm.
Close Tolerance/After	The number of minutes *after the scheduled closing time*, within which, interVIEW will accept a Close signal, without generating an Alarm.

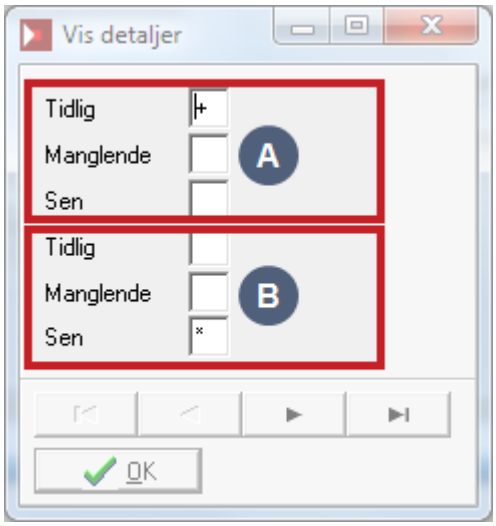
Make Alarm (Open/Close)



Make Alarm (Open/Close).

	Field	Description
A (Open Tolerance)	T	+ (plus) means that if interVIEW receives an OPEN/DISARM signal earlier than the set Open Tolerance/Before, then interVIEW will generate an Alarm. **EXAMPLE** Let's say that the calendar period is set to begin at 08:00 and that Close Tolerance/Before is set to 10 minutes. If interVIEW receives an OPEN signal at 07:50 (ie at 08:00 with 10 minutes Open Tolerance/Before), then interVIEW will not generate an Alarm. However, if interVIEW receives an OPEN/DISARM before 07:50, then interVIEW will generate an Alarm. (empty) means that interVIEW ignores OPEN/DISARM signals, which are received earlier than the set Open Tolerance/Before.
	M	Checked ("+"): If interVIEW does not receive an OPEN/DISARM signal, then interVIEW will generate an Alarm. Empty: interVIEW ignores missing OPEN/DISARM signals.
	S	Checked ("+"): If interVIEW receives an OPEN/DISARM signal later than the set Open Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores OPEN/DISARM signals received later than the set Open Tolerance/After.
B (Close Tolerance)	T	Checked ("+"): If interVIEW receives a CLOSE/ARM signal earlier than the set Close Tolerance/Before, then interVIEW will generate an Alarm. Empty: interVIEW ignores CLOSE/ARM signals received earlier than the set Close Tolerance/Before.
	M	Checked ("+"): If interVIEW does not receive a CLOSE/ARM signal, then interVIEW will generate an Alarm. Empty: interVIEW ignores missing CLOSE/ARM signals.
	S	Checked ("+"): If interVIEW receives a scheduled CLOSE/ARM signal later than the set Close Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores this type of signal.

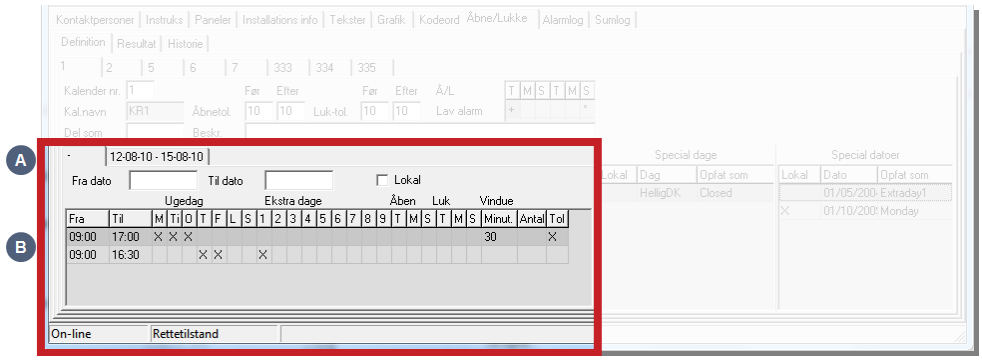
Make Alarm (Open/Close)



Make Alarm details (Open/Close).

Reference	Field	Enter
A (Open Tolerance)	Early	+ (plus): generates an Alarm if interVIEW receives an OPEN/DISARM signal earlier than the set Open Tolerance/Before. * (asterisk): to Empty: interVIEW ignores OPEN/DISARM signals received earlier than the set Open Tolerance/Before.
	Missing	+ (plus) generates an Alarm if interVIEW does NOT receive an OPEN/DISARM signal. * (asterisk): to Empty: interVIEW ignores missing OPEN/DISARM signals.
	Late	Checked ("+"): If interVIEW receives an OPEN/DISARM signal later than the set Open Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores OPEN/DISARM signals received later than the set Open Tolerance/After.
B (Close Tolerance)	Early	Checked ("+"): If interVIEW receives a CLOSE/ARM signal earlier than the set Close Tolerance/Before, then interVIEW will generate an Alarm. Empty: interVIEW ignores CLOSE/ARM signals received earlier than the set Close Tolerance/Before.
	Missing	Checked ("+"): If interVIEW does not receive a CLOSE/ARM signal, then interVIEW will generate an Alarm. Empty: interVIEW ignores missing CLOSE/ARM signals.
	Late	Checked ("+"): If interVIEW receives a scheduled CLOSE/ARM signal later than the set Close Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores this type of signal.

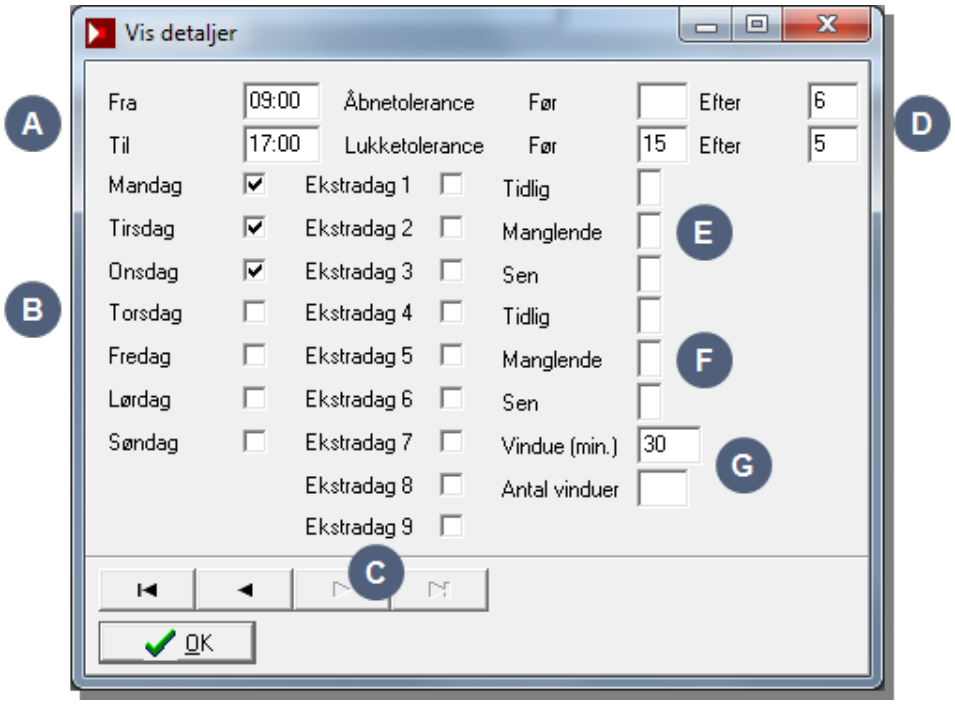
Schedule Periods (Open/Close)



Schedule Periods and Schedule Period Hours (Open/Close).

	Field	Description
A	Schedule Periods (tabs)	The name/ID of the Schedule Period.
	From (date)	Effective FROM date.
	To Date	Effective TO date.
	Local	Checked: Only applies to this Site. Empty: Applies the globally defined value.
B	Schedule Period Hours	The table Schedule Period Hours. See "Schedule Period Hours (Open/Close)" on the facing page.

Schedule Period Hours (Open/Close)

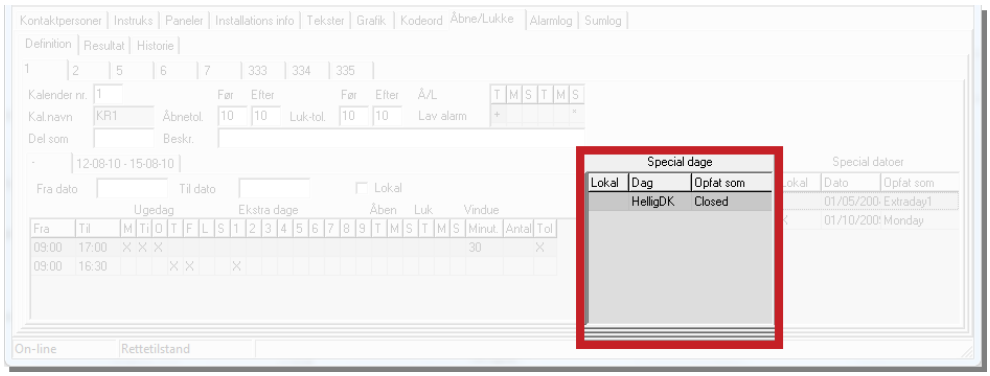


Schedule Period Hours (Open/Close)

	Field	Description
A	From	The effective FROM time (HH:MM) for the Schedule Period Hour.
	To	The effective TO time (HH:MM) for the Schedule Period Hour.
B	Weekdays (Monday - Sunday)	Checked: The Schedule Period Hour for the applicable Weekday.
C	Extra Days (1 - 9)	Checked: The Schedule Period Hour for the applicable Extra Day.
D	Open Tolerance/Before	The number of minutes *before the scheduled opening time*, within which, interVIEW will accept an Open signal, without generating an Alarm.
	Open Tolerance/After	The number of minutes *after the scheduled opening time*, within which, interVIEW will accept an Open signal, without generating an Alarm.
	Close Tolerance/Before	The number of minutes *before the scheduled closing time*, within which, interVIEW will accept a Close signal, without generating an Alarm.
	Close Tolerance/After	The number of minutes *after the scheduled closing time*, within which, interVIEW will accept a Close signal, without generating an Alarm.

	Field	Description
E	Early	+ (plus) means that if interVIEW receives an OPEN/DISARM signal earlier than the set Open Tolerance/Before, then interVIEW will generate an Alarm. **EXAMPLE** Let's say that the Schedule period is set to begin at 08:00 and that Open Tolerance/Before is set to 10 minutes. If interVIEW receives an OPEN/DISARM signal at 07:50 (= 08:00 including 10 minutes Open Tolerance/Before), then interVIEW will not generate an Alarm. However, if interVIEW receives an OPEN/DISARM signal before 07:50, then interVIEW will generate an Alarm. (empty) means that interVIEW ignores OPEN/DISARM signals, which are received earlier than the set Open Tolerance/Before.
	Missing	Checked ("+"): If interVIEW does not receive an OPEN/DISARM signal, then interVIEW will generate an Alarm. Empty: interVIEW ignores missing OPEN/DISARM signals.
	Late	Checked ("+"): If interVIEW receives an OPEN/DISARM signal later than the set Open Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores OPEN/DISARM signals received later than the set Open Tolerance/After.
F	Early	Checked ("+"): If interVIEW receives a CLOSE/ARM signal earlier than the set Close Tolerance/Before, then interVIEW will generate an Alarm. Empty: interVIEW ignores CLOSE/ARM signals received earlier than the set Close Tolerance/Before.
	Missing	Checked ("+"): If interVIEW does not receive a CLOSE/ARM signal, then interVIEW will generate an Alarm. Empty: interVIEW ignores missing CLOSE/ARM signals.
	Late	Checked ("+"): If interVIEW receives a scheduled CLOSE/ARM signal later than the set Close Tolerance/After, then interVIEW will generate an Alarm. Empty: interVIEW ignores this type of signal.
G	Window (min.)	The duration (minutes) of the Floating Window.
	Count	The number of allowed Floating Windows. **Note:** If this field is empty, then there is no limit on the allowed number of Floating Windows.

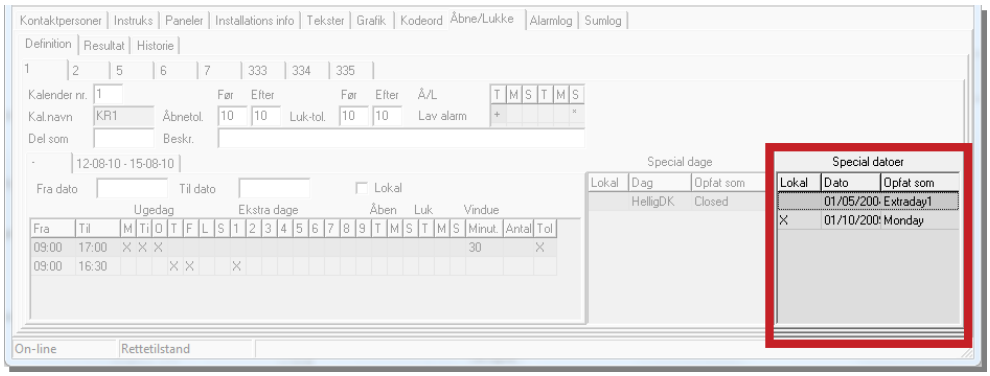
Special Days (Open/Close)



Special Days (Open/Close).

Field	Description
Local	Checked: Only applies to this Site. Empty: Applies the globally defined value.
Day	The name/ID for the Special Day.
Treat as	How you want interVIEW to interpret the Special Day.

Special Dates (Open/Close)

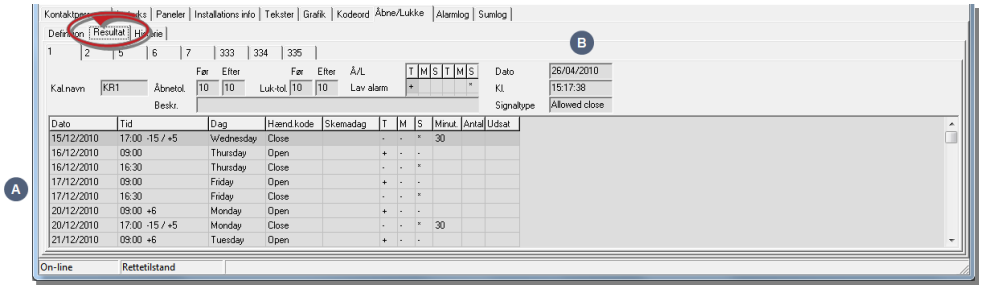


Special Dates (Open/Close).

Field	Description
Local	Checked: Only applies to this Site. Empty: Applies the globally defined value.
Date	The calendar day for the Special Date.
Treat as	How you want interVIEW to interpret the Special Date.

Result (tab)

The tab **Result** displays the result of the Calendar (as defined in the tab **Definition**).

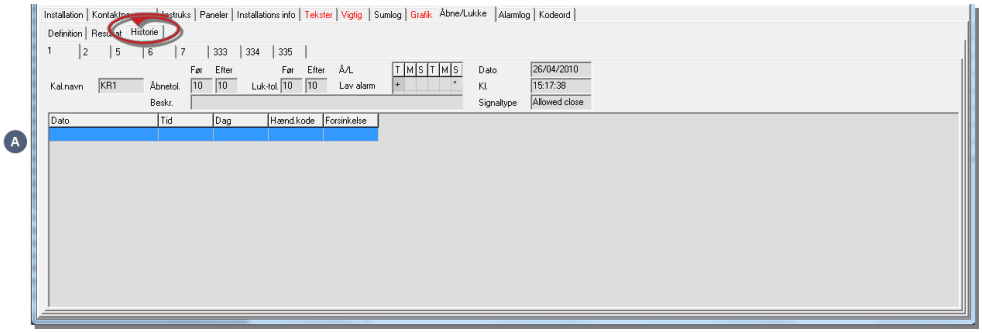


*Result (tab). **A**: Result (table). **B**: Most recently received signal.*

	Field		Description
A	Result (table)		Displays the calculated result (as defined in the tab Def**inition**) 30 days ahead. This way, you can see what the Calendar looks like (and will respond) for each day. **Note:** If the Schedule contains multiple Schedule Periods, then each entry displays the result of each Schedule Period.
		Date	The date for the expected signal.
		Time	The time (incl. any tolerances) for the expected signal.
		Day	The weekday for the expected signal.
		Event Code	The Event Code.
		Schedule Day	The Schedule Day, to which the signal may be linked. For example, you can apply the same schedule for Christmas Day, Sundays and other holidays.
		Early	+ (plus sign) generates an Alarm. * (asterisk): to - (minus): ignores the signal.
		Missing	+ (plus sign) generates an Alarm. * (asterisk): to - (minus): ignores the signal.
		Late	+ (plus sign) generates an Alarm. * (asterisk): to - (minus): ignores the signal.
		Minutes	Duration (minutes) of the Floating Windows
		Qty	The quantity of Floating Windows.
		Delayed	The Time (HH:MM), which the O/C has been postponed (+) or expedited (-). For example, "+01:30" indicates that the O/C time has been postponed one hour and thirty minutes. See "Postponing/Expediting Open/Close (temporarily)" on page95.
B	Most recently received signal		Date, time and type of the most recently received signal.

History (tab)

The tab **History** contains a log of O/C events (for the current Calendar).



History (tab).

Field	Description
date	Log entry date.
Time	Log entry time.
Day	Log entry weekday.
Event Code	The Event Code.
Delay	If the signal is missing, then this field displays the delay (ie. elapsed time) between the time of the expected signal and the time, when interVIEW generated an Alarm (to report the missing signal).

Taking the Alarm and performing the Instruction

1. Do one of the following in the Queue window:
   - Check the Alarm and select **Take>Take Alarm**.
   - Double-click on the Alarm.

     Note: This option depends on the system configuration. Please contact the system administrator.

   - Select **Take>Take Red Alarm** to automatically handle the oldest and Alarm with highest priority at any time).

   The Alarm opens in the Alarm Handling window.

   Note: If you attempt to take an Alarm, which has already been taken (and is therefore being handled) by another Operator, then the Alarm will only be displayed in the Alarm Handling window. It will NOT be taken. Depending on the system configuration, interVIEW may display a warning to this effect. To take an Alarm, which is currently being handled by another Operator, see "Taking Alarms (from another Operator)" on page94.

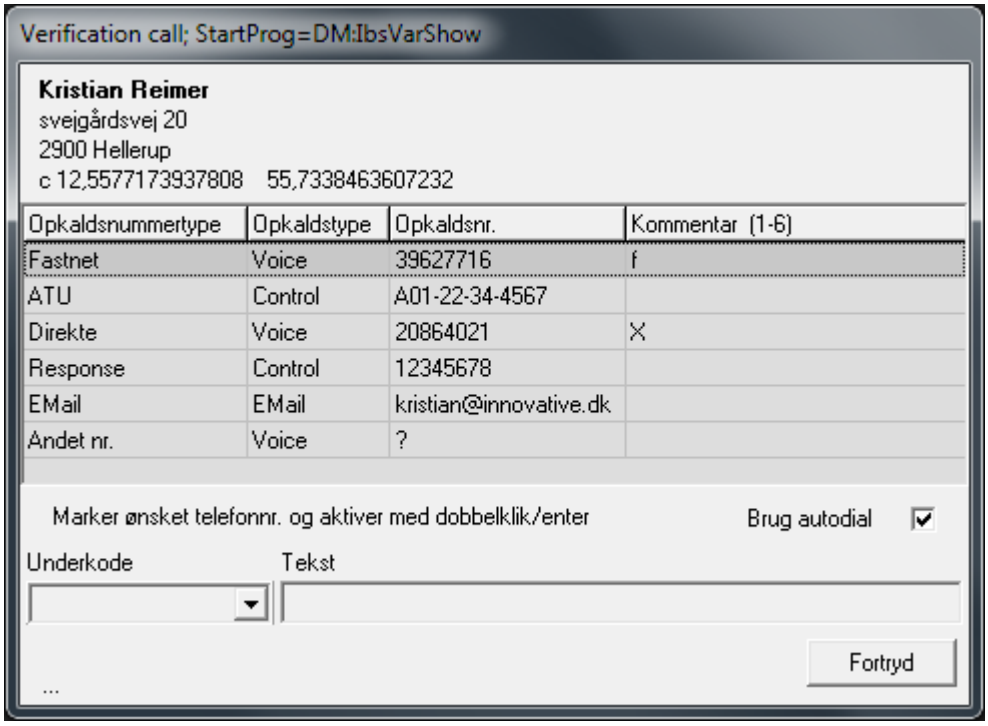
   Note: Although the Alarm has been taken, it will still be displayed in the Master Alarm Queue. The Alarm will remain in the Master Alarm Queue until disposed.

   Note: In the Master Alarm Queue, the Alarm changes from red to green to indicate that it is being handled by an Operator.

2. Complete the Actions on the Instruction For example:
   - call the Contact to verify that the Alarm is real
   - call one (or more) Contacts
   - call one (or more) Global Units
   - transmit a Control Signal
   - etc.

Calling Customers, Contacts or Global Units

1. Take the Alarm.
2. Do one of the following:
   - From the menu, select **Call>[Customers], [Contacts] or [Global Units]**.
   - Select the tabs **Contacts>Contacts**. Right-click the Contact and select **Call**.
   - Select the tab **Instructions**. Right-click the Action/Instruction Line and select either **Call** or **Call Directly**.



Place Call (dialog).

3. (Optional) Check **Use Autodial** (bottom right corner) to enable Autodial from this Client.
4. Double-click on the desired Phone Type and follow the directions on the screen.
5. When the call is finished, then select Event Sub Code to register the outcome of the call.
6. Enter a brief **Comment**.
7. Do one of the following:
   - Double-click on **OK+Repeat** to place another call.
   - Double-click on **OK+Close** to close the dialog.

Sending SMS/SDS (manually) to Contacts/Contact Lists

You can send an SMS to one (or more) recipients as follows:

a. To send an **SMS to a single Contact**:
   - Select the tab **Contacts**, right-click the Contact and select **Call**.
   - In the window Call Contact, double-click on the desired Phone Number (must have the Call Type "SMS/Text Message").
   - In the dialogue Phone Call, type the message and click **OK**.
   - In the window Call Contact, click either **OK+Repeat** to send additional text messages or click **OK+Close** to close the window after sending the message.
     interVIEW then sends the text message to the Contact.

b. To send an **SMS to all Contacts**:
   - Select the tab **Contacts**, right-click a random Contact and select **Send SMS/SDS to all**.
   - In the dialogue Phone Call, enter the message and click **OK**.
     interVIEW then sends the message to all the Contacts with the Call Type "SMS".

c. To send an **SMS to a specific Contact List**:
   - Select the tab **Contact Lists**, select the desired Contact List, right-click on any Contact and do one of the following:
     - Select Send **SMS/SDS to all** to create a new (empty) text message, type the message and send it to the current Contact List.
     - Select **Create SMS/SDS using data from currently active Instruction** to create an SMS, which contains the alarm data from the currently active Instruction and send the data as an SMS to (depending on interVIEW version):
       - V2.5g: the *active* Contact List (ie the Contact List, which at any given time is linked to the currently active Instruction (which has been pulled by the Alarm) regardless from which Contact List you are executing the command)

         EXAMPLE

         Let's say that we receive a fire alarm. The fire alarm pulls a fire Instruction (ie the currently active Instruction), which is linked to Contact List 2 (ie the currently active Contact List).

         However, the Operator currently has Contact List 1 open and executes the command.

         The SMS is sent to Contact List 2, although the command is executed from Contact List 1.

       - V2.5h: the *current* Contact List (ie the Contact List from which you execute the command).

         EXAMPLE

         Let's say we receive a fire alarm. The fire alarm pulls a fire Instruction (ie the currently active Instruction), which is linked to Contact List 2 (ie the currently active Contact List).

         However, the Operator currently has Contact List 1 open and executes the command.

         The SMS is sent to Contact List 1, since he command has been executed from Contact List 1.

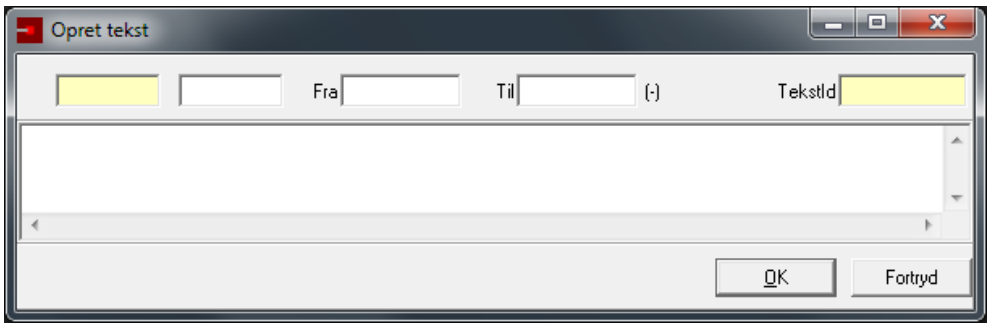
Note: The command is only available if the currently active Instruction contains at least one Instruction Line/Action with a Contact, who is able to receive an SMS/Text Message.

Note: You can edit the message before transmission.

Creating Note Tabs

During Alarm Handling, you can create a Note Tab. For example, if a Customer informs the Operator that he/she will be on vacation the next couple of days, then the Operator can create a Text tab on the fly to share this information with the other Operators on the interVIEW network.

1. In the Alarm Handling window, select **Take>Insert Note Tab**.



Create Note Tab (dialog).

2. Select Note Type.

> **Note:** By default, interVIEW displays the Note tab of the text type. To create another type, simply enter the type in the field to the right.

> **Note:** Important texts are displayed in red and at the top (depending on the entered period). Notes, which have either expired or are currently inactive, do not appear during alarm handling.

3. (Optional) Enter effective from/to dates.
4. Do one of the following:
   - Select NoteID to insert a Global Note.
   - Click in the text pane and begin typing.
5. (Optional) Right-click in the text field to change style (eg bold).

> **Note:** Pre-V2.5i: The text is always saved in RTF format.

> **Note:** As of V2.5i: The text is saved as "raw" text (default), unless you right-click in the text field and change style (eg bold), in which case, the text is automatically saved in RTF format.

6. Click **OK**.

> **Note:** It is not possible to subsequently edit the text, once it has been saved.

Adding/Updating Queue Comments

During Alarm Handling, you can add/update comments to the Alarm in the Queue (also known as a "Queue Comment").

1. In the Alarm Handling window, select **Treat>Disposition comment**.

2. Type the comment.
3. Click **OK**.
   interVIEW adds/updates the field **Comment** in the Queue.

Adding Log Comments

During Alarm Handling, the Operator can add comments as free text directly to the Alarm Log (also known as a "Log Comment").

1. In the Alarm Handling window, select **Treat>Free text**.

2. Type the text you want to add in the Alarm Log.
3. Click **OK**.
   interVIEW adds the comment to the Alarm Log.

Postponing Alarms temporarily

During Alarm handling, the Operator can temporarily postpone an Alarm. For example, let's say that the Operator calls a Contact, but the Contact is busy on the phone. The Operator can then temporarily postpone the Alarm, by adding a Timer to the Alarm for, say, five minutes (the Timer period). After five minutes, interVIEW will automatically remind the Operator that it is time to call the Contact again.

Note: If interVIEW receives a second Alarm from the same Site/Customer within the Timer period, then interVIEW automatically cancels (resets) the Timer.

1. Do one of the following:
   - In the Alarm Handling window, select **Treat>Timer>[fixed period]** to temporarily postpone the Alarm by the respective period.
   - In the Alarm Handling window, select **Treat>Timer>Timer...** to specify another period (or a different time), at which the Timer shall expire.

   - Select either Relative Time (ie period eg "08:00" means eight hours from now) or Real Time (ie time eg "08:00" means at eight o'clock), when the Timer shall expire.
   - Depending on the above selection, enter the Timer Period/Time of Day, when the Timer shall expire.
   - (Optional) Check **Update Queue Comment** to update the comment field in the Alarm Queue.
   - Click **OK**.

   The Alarm in the Alarm Queue turns grey (to indicate that the Alarm is now on a Timer). The Alarm will now appear in the Timer Queue. See "Queue Windows" on page29.
2. When the Timer Period expires, the Alarm is automatically removed from the Timer Queue and changes its status back to Red Alarm in the Master Alarm Queue.

Releasing Alarms

During Alarm handling, the Operator can release an Alarm, which he/she had been handling. When you release an Alarm, the following happens:

1. Alarm Handling on the current Alarm from the current Client stops.
2. The Alarm will appear in the Master Queue as being "Unhandled" (ie the fields Operator ID/Client ID will be empty).

To release an Alarm, select **Take>Free Alarm**.

CAUTION! WHEN YOU RELEASE THE ALARM BACK TO THE MASTER QUEUE, THE ALARM IS NOT BEING HANDLED UNTIL ANOTHER OPERATOR TAKES THE ALARM.

Taking Alarms (from another Operator)

During Alarm Handling, you can take an Alarm, which is currently being handled by another Operator (this is also known as "Stealing Alarms").

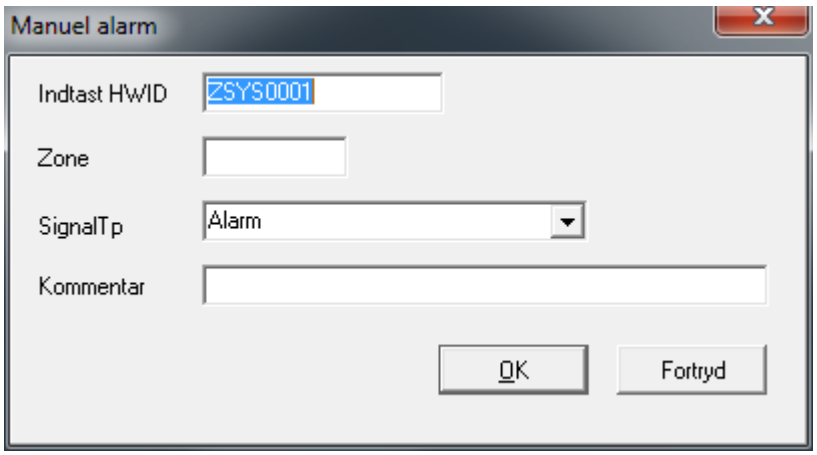
1. Highlight the Alarm and select **Take>Take Alarm**.

   interVIEW then automatically releases the Alarm from the other Operator, transfers the Alarm to you and opens it in the Alarm Handling window.

Generating Alarms (manually)

You can manually generate Alarms (for test purposes, for example). This way, for example, you can test whether Zones, Panels, SIA/CID Conversions or Hardware ID-filters have been created correctly.

1. In the Alarm Handling window, select **Take>Make Alarm**.



2. Enter the simulated **Hardware ID**.

> **Note:** interVIEW automatically inserts the active Hardware ID. To use another Hardware ID, then simply overwrite the existing text.

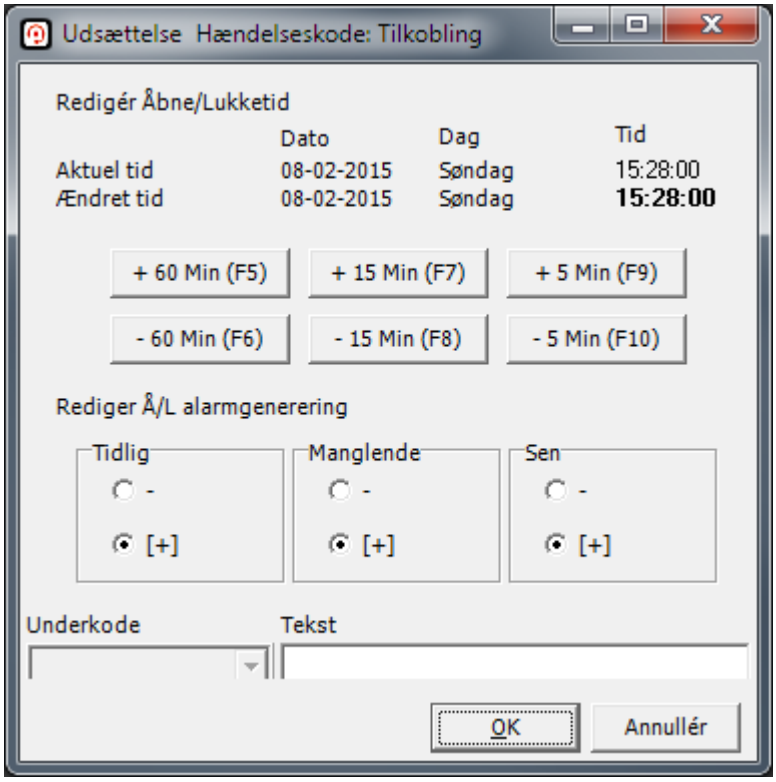
3. Enter the simulated **Zone**.

> **Note:** Depending on system configuration, interVIEW automatically inserts a default Zone for manual Alarms. To use another Zone, then simply overwrite the existing text.

4. Select **Signal Type**.
5. Enter a brief **Comment**.
6. Click **OK**.
   interVIEW now generates a manual Alarm in the Master Queue.

Postponing/Expediting Open/Close (temporarily)

1. In the Alarm Handling window, select the tab **Open/Close > Result > [Calendar]**.
2. Highlight the desired date/Schedule period.
3. Right-click and select **Change time**.



4. To temporarily postpone/expedite the O/C-time, click on the respective buttons to adjust the time accordingly. + (plus)/- (minus) respectively postpones/expedites the Open/Close time.

Note: Current time is standard time.

Note: interVIEW logs all events.

EXAMPLE

To postpone Open/Close time 85 minutes, click once on +60 Min, once on +15 Min and twice on +5 Min.

5. (Optional) To temporarily change Alarm Generation Modes, click on the respective radio buttons.
6. Click **OK**.

Resetting O/C times

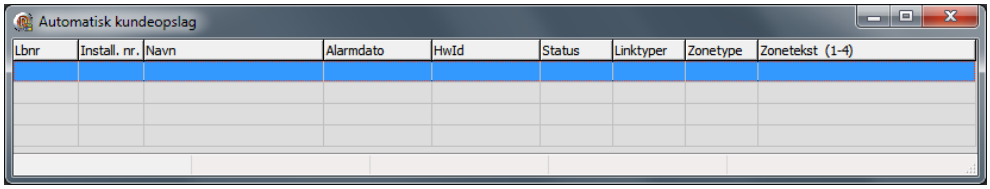
1. In the Alarm Handling window, select the tab **Open/Close > Result**.
2. Select the desired Schedule.
3. Highlight the date/Schedule Period, you want to reset.
4. Right-click and select **Reset change**.
5. In **Text**, provide a reason for resetting the O/C Schedule Period.
6. Click **OK**.

Automatic Site/Customer Lookup

About Automatic Site/Customer Lookup 98

About Automatic Site/Customer Lookup

Automatic Site Lookup (Auto Site Lookup) is a window, which automatically presents relevant Site/Customer information based on incoming calls. The Operator can then simply double-click on the Customer and open the Customer directly in the Alarm Handling window.



Auto Site Lookup (window).

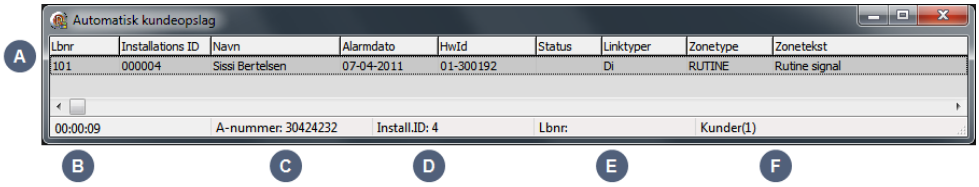
Note: interVIEW looks up the Customer using either the phone number, Site Number or Incident Number. If Auto Site Lookup finds the Customer on the basis of the phone number, then there may be more then one match in the Data Entry window, as the same phone number may be linked to multiple Sites, Customers, Contacts and /or Global Units.

.

For more information about using Auto Site Lookup during Alarm Handling and a description of the window, please see "Using Auto Site Lookup" below

Using Auto Site Lookup

1. Open the window Auto Site Lookup (**System menu>Daily Routines>Auto Site Lookup**).



Auto Site Lookup (window).

	Field	Description
A	Event number	The Incident Number for the Alarm
	Site No	The Site Number.
	Name	Customer name.
	Alarm Date	The Alarm date.
	HwID	Hardware Identification.
	Status	Monitoring status.

	Field	Description
	Link Types	Shows how interVIEW found the Customer in interVIEW: Di = Matching Site Number. Si = Matching phone number on the Site. Cu = Matching phone number of the Customer. Co = Matching phone number of the Contact. Gu = Matching phone number of the Global Unit.
	Zone Type	The Zone Type.
	Zone Text	The Zone Text.
B	Stopwatch	The Stopwatch is automatically activated at each incoming call. This way, you can see how long incoming calls have been waiting before being answered. **Note:** If the Stopwatch reaches a predefined time limit (eg 30 seconds), then it changes background colour.
C	A-number	If interVIEW looks up the Customer on the basis of the phone number (also known as the A-number), then it will be displayed here.
D	Site Number	If interVIEW looks up the Customer on the basis of the Site Number, then it will be displayed here.
E	Event number	If interVIEW looks up the Customer on the basis of an Incident Number, then it will be displayed here.
F	Customers	Shows the number of matching Customers in the DEW.

Note: As long as the window is open, interVIEW will automatically look up Customers on the basis of incoming calls.

2. Simply double-click the Customer result to open the Customer in the Alarm Handling window and continue handling the Alarm.

TEST MODE

Test Mode

About Test Mode 104

About Test Mode

When a technician has to install, test, approve or repair a Panel/Installation, then the Operator (together with the technician) place one (or more) Zones in Test Mode (also known as "Engineering Test State").

When placing Zones in Test Mode, please observe the following:

- When placing Zones in Test Mode, you can also assign a timer to the Zones. Once the Timer expires, the following happens:
  - The Queue Line in the Test Alarm Queue changes colour from pink to brown and
  - interVIEW automatically generates an Alarm in the Master Queue, indicating that the Timer has expired.
- Any Alarms from Zones in Test Mode will only appear in the Test Alarm Queue - they will NOT appear in the Master Queue.
- To remove Zones from Test Mode (to return them to active/normal mode), the Operator must manually dispose of the Alarms in the Test Alarm Queue.

> **Note:** For security reasons, it is not possible to have interVIEW automatically return Zones from Test Mode to active/normal mode. This procedure will always require manual intervention by the Operator.

You can do the following with Test Mode:

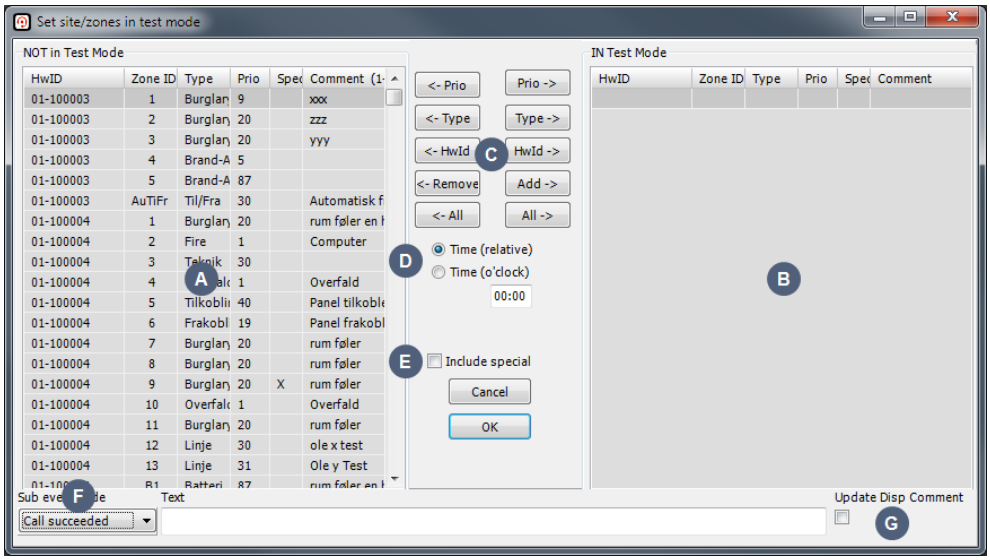
As Operator:

- **Place Zones in Test Mode**. See "Placing Zones in Test/Service" on page106.
- **Remove Zones from Test Mode (and return them to active/normal mode)**. See "Removing Zones from Test/Service" on page107.

As Technician (on customer site):

- **Contact the Operator (at the ARC) to place the Site/Customer in Test Mode**.

Test/Service (window)



Test/Service Mode (window).

	Field	Description
A	Zones in normal (active) mode	Zones, which are NOT in Test Mode.
B	Zones in Test Mode	Zones, which are in Test Mode.
C	<- Prio ->	Prio -> (right arrow) places all Active Zones with the same Zone Priority in Test Mode. <- Prio (left arrow) cancels the Test Mode for all Test Zones with the same Zone Priority and activates them.
	<- Type ->	Type -> (right arrow) places all Active Zones of the same Zone Type in Test Mode. <- Type (left arrow) cancels the Test Mode for all Test Zones with the same Zone Type and reactivates them as Active Zones.
	<- HwID ->	HwID -> (right arrow) places all Active Zones with the same Hardware ID in Test Mode. <- HwID (left arrow) cancels the Test Mode for all Test Zones with the same Hardware ID and reactivates them as Active Zones.
	<- All ->	All -> (right arrow) places all Active Zones in Test Mode. <- All (left arrow) cancels the Test Mode for all Test Zones and reactivates them as Active Zones.
	Add/remove	Adds/removes the highlighted Panels.
D	Time (Period)	Checked: The time in the Time Field indicates a period (hours:minutes), after which the Test Mode automatically expires (eg "08:30" means "eight and a half hour from now on").

	Field	Description
	Time (HH:MM)	Checked: The time in the Time Field indicates a specific time (hours:minutes), at which time, the Test Mode automatically expires (eg "08:30" means "at eight thirty in the morning").
	The Test Time field	If **Time (Period)** is checked, then the hh:mm in the Test Time field indicates how many hours and minutes, which the Zones will remain in Test Mode. If **Time (HH:MM)** is checked, then the hh:mm in the Test Time field indicates to which hour the Zones will remain in Test Mode. If the field displays "00:00", then the Timer has not been applied to the Zones.
E	Include special	Checked: Includes Protected Zones.
F	Sub Code/Text	Any comments.
G	Update Queue Comment	Checked: The text in the field Queue Comment is automatically updated as the active Queue Comment in Alarm Queue containing Test/Service Alarms.

Placing Zones in Test/Service

CAUTION! DEPENDING ON THE CONFIGURATION, ALARMS FROM ZONES IN TEST/SERVICE WILL ONLY APPEAR IN THE TEST/SERVICE QUEUE. CONSEQUENTLY, THESE ALARMS MAY NOT BE DISPLAYED IN THE MASTER ALARM QUEUE. SEE "QUEUE WINDOWS" ON PAGE29.

1. In the Alarm Handling window, select **Take>Service**. See "Test/Service (window)" on the previous page.
2. Select the Zones to be placed in Test/Service.
3. (Optional) To have interVIEW automatically remind the Operator that the Zones (at any given time either by period or specific time) are still in Test/Service, you can activate a Timer. Do one of the following:
   - To define a *period* (eg four hours from now), check **Time (period)** and enter the length of the period in the time field (hours:minutes). For example, "08:30" means that "eight and a half hours from now", interVIEW will automatically generate an Alarm to warn that the Zones are still in Test/Service.
   - To define a *specific time* (eg 15:30), check **Time (HH:MM)** and enter specific time in the test time field (hours:minutes). For example, "08:30" means that "at eight thirty in the morning", interVIEW will automatically generate an Alarm to warn that the Zones are still in Test/Service.
4. (Optional) Check **Include special** to include Protected Zones in Test/Service.
5. (Optional) Check **Update QText** to automatically update the Queue Text with new text.
6. Click **OK**.
7. Depending on the configuration, the Operator may be required to provide a brief remark and/or type/select a Event Sub Code/cause to continue.

Note: When placing Zones in Test/Service, interVIEW automatically creates an instruction "-1" ("minus one") in the Alarm Queue. This Queue Line remains in the Alarm Queue even if the Zones are removed from Test/Service and returned to Active Zones.

Note: By default, any Alarms from unknown Zones (UZ) are generated as an Alarm using Instruction 1. If all Zones on a Site/Customer have been placed in Test/Service, however, the Alarm is generated on Instruction -1 (ie as if it were in Test/Service).

Note: To cancel the Timer, select **Treat>Timer>Stop Timer**.

Removing Zones from Test/Service

The Operator removes Zones from Test/Service (and returns these to normal active/armed mode) by disposing the Alarm in the Test/Service Queue.

1. Take the Alarm.
2. Select **Disposition>[Disposition Code]**.
3. Click **OK**.
4. Depending on the system configuration, interVIEW may require the Operator to provide a brief comment or enter/select an Event Sub Code in order to continue.

SEARCH FEATURES

Search Features

About Search Features 112
Simple Search 113
Advanced Search 114
Passcard Search 117

About Search Features

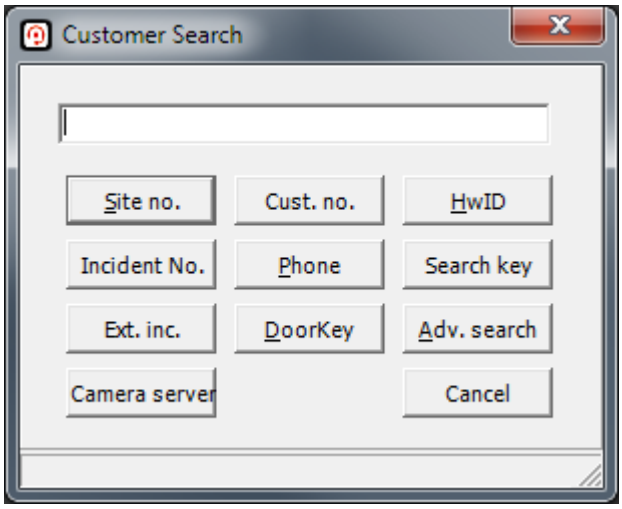
You can search for information in the following ways:

- **Simple Search** is the fastest way to quickly find a Site, Customer etc., if you have, say, a phone number. See "Simple Search" on the facing page.
- **Advanced Search** enables you to perform a detailed search, including the use of wild-card characters. See "Advanced Search" on page114.
- **Passcard Search** searches for Passcards. See "Passcard Search" on page117.

  Note: This feature is an add-on module to interVIEW and requires a separate licence.

Note: The Simple and Advanced Searches are available in both the Data Entry window as well as the Alarm Handling window. Passcard Search is only available from the Alarm Handling window.

Simple Search



Simple Search.

Button	Shortcut key	Description
Site	Alt+I	Searches for Site Number.
Customer Number	Alt+K	Searches for the Customer Number.
HwID	Alt+H	Searches for Hardware ID.
Event number	Alt+L	Searches for the Incident Number. **Note:** Search using Incident Numbers using regular expressions (eg "123%") may be time consuming for large databases.
Phone	Alt+T	Searches for Phone Number.
Old Customer Number	Alt+G	Searches for Old Customer Number.
External Incident Number	-	Searches for External Incident Number.
Key Number	Alt+N	Searches for Key Number.
Advanced Search	Alt+A or Ctrl-F	Opens the window Advanced Search. See "Advanced Search" on the next page.
Camera Server	-	Searches for Camera Server.
Cancel	-	Cancels the search and closes the window.

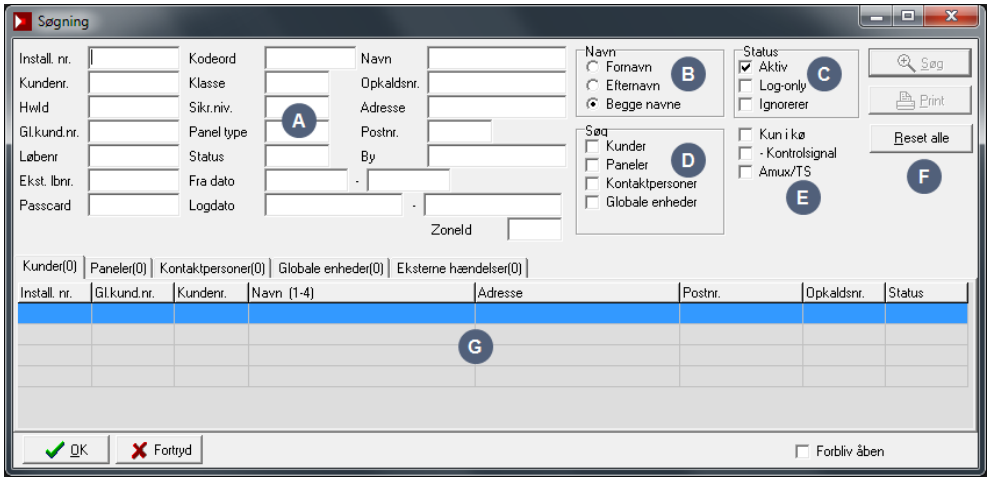
To perform a Simple Search:

1. Do one of the following:
   - In the Data Entry window, select **Customer>Find Customer** (**Ctrl+F**).
   - In the Alarm Handling window, select **Navigate>Find Customer** (**Ctrl+F**).
2. Enter the search value in the field.
3. Click the desired search button.

Advanced Search

Advanced search enables you to:

- Search using criteria, which are not available in a Simple Search (eg Status).
- Search using multiple criteria simultaneously.
- Search using wildcard characters. See "Using wildcards" on page118.



*Advanced Search. **A**: Text fields. **B**: Name setting. **C**: Status setting. **D**: Search setting. **E**: Additional search setting. **F**: Buttons. **G**: Search result (table).*

		Field	Shortcut key	Description
A	Text fields	Site number		Searches using the Site Number.
		Customer Number		Searches using the Customer Number.
		HwID		Searches using Hardware ID
		Old Cust No		Searches using the Old Customer Number
		Incident Nunmber		Searches using the Incident Number **Note:** Search using Incident Numbers using regular expressions (eg "123%") may be time consuming for large databases.
		External Incident Number		Searches using the External Incident Number
		Passcard		Searches using Passcards
		Codewords		Searches using Codewords
		Class		Searches using Classes
		Security Class		Searches using Security Class
		Panel Type		Searches using Panel Types
		Monitoring Status		Searches using Monitoring Status
		From (date)		Searches using From date

		Field	Shortcut key	Description
		Log Date		Searches using Log Date
		Camera Server		Searches using Camera Server
		Name		Searches using Names. See also the settings for "Name" below
		Phone No		Searches using Phone Numbers
		Address		Searches using Addresses
		Postcode		Searches using ZIP Codes
		City		Searches using Cities
		Serial Number		Searches using Panel serial number
		Zone ID		Searches using Zone ID
		Component Label		Searches using Component Label
		Component		Searches using Components
		Comments		Searches using Comments (for Components)
B	Name	First Name		Searches for First Name **Note:** When searching for names, make sure that the following boxes are checked: Customers, Contacts, and/or Global Units.
		Last Name/Surname		Searches for Last Name/Surname.
		Both names		Searches for both First and Surnames.
C	Monitoring Status	Active		Searches for Sites, whose Monitoring Status is set to generate Alarms (ie Alarm Generation Mode "+").
		Log-only		Searches for Sites, whose Monitoring Status is set to only log Alarms (ie Alarm Generation Mode "=").
		Ignore		Searches for Sites, whose Monitoring Status is set to ignore Alarms (ie Alarm Generation Mode "-").
D	Search (I)	Customers		Searches in Sites/Customers.
		Panels		Searches in Panels.
		Contacts		Searches in Contacts.
		Global Units		Searches in Global Units.
		External Events		Searches in External Events.
		Components		Searches in Components.
E	Search (II)	Search in Queue		Searches only in the Queue.
		- Test signal		Searches for Sites/Customers with missing Control Signals.
		Amux/TS		Searches for AMUX/TS.
F	Buttons	Search		Begins the search.
		Print		Prints the search result.
		Clear all		Clears all search fields.

		Field	Shortcut key	Description
G	Search result (table).			Shows the result of the search, sorted by result type (ie Customers, Panels, Contacts etc).

To perform an Advanced Search:

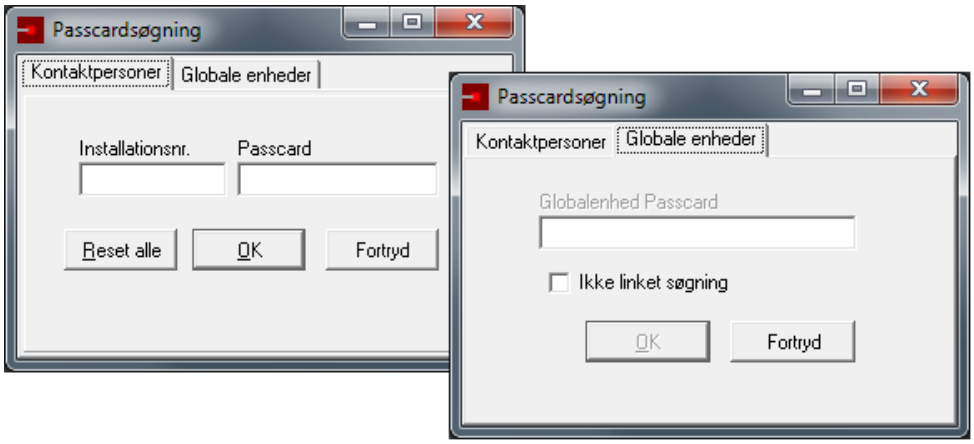
1. Do one of the following:
   - In the DEW, select **Customer>Advanced Search** (**Ctrl+Q**).
   - In the AHW, select **Navigate>Advanced Search** (**Ctrl+Q**).
2. Enter one (or more) search criteria.
3. Click **Search**.
   interVIEW displays the search result in the table, divided in the respective tabs.

   Note: If the search returns more than 500 posts, then interVIEW will only display the first 500 results. If so, try to limit the search. You can increase the 500 limit. Please contact Innovative for further information.

   Note: If you search for a specific key (eg a specific Site No.), then interVIEW will include passive Installations in the search (unless you employ wildcards).

4. To open the desired search result, do one of the following:
   - Double-click on the search result.
   - Highlight the search result and click **OK**.

Passcard Search



Passcard Search.

You can search for Passcards either using Contacts or Global Units.

Note: You can use wildcard characters when searching. See "Using wildcards" on the next page.

To search for Passcards, which are linked to **Contacts**:

1. In the AHW, select **Navigate>Find Passcard>Contact**.
2. Search for Passcard:

Site Number	Passcard	Result
(blank)	(blank)	Contacts with Passcard on all Customers/Sites.
[Site Number]	(blank)	Contacts with Passcard on [Site Number].
[Site Number]	[Passcard]	Contacts with [Passcard] on [Site Number].

3. Click **OK**.

To search for Passcards, which are linked to **Global Units**:

1. In the AHW, select **Navigate>Passcard Search Global Units**.
2. Enter **Passcard**.
3. (Optional) By default, Passcard Search is limited to only search for Global Units, which are linked to the current Customer/Site. Check **Non-linked search** to extend the Passcard Search to include all Global Units.
4. Click **OK**.

Using wildcards

Wildcards (or "wildcard characters") are characters, which may replace one (or more) characters. By combining wildcards (and any constants), you can create advanced expressions (also known as regular expressions) to

- perform advanced searches (see "Advanced Search" on page114).
- match SIA/CID codes in connection with SIA/CID conversions.
- filter unknown alarms .

The below overview shows examples of the use of wildcards in searches.

Wildcard Character	Name	Description	Examples of wildcards used in searches.	Examples of wildcards used in matching SIA/CID signals.
%	percentage	Matches any string containing zero (none) or more characters.	**%sen** returns all content ending in "sen" (eg Jen**sen**, Poul**sen**) **%an** returns all content containing "an" (eg D**an**iel, Morg**an**). **Mc%** returns content beginning with "Mc" (eg McBadden).	**%A** matches all SIA signals, which have "A" as the second letter in the SIA Event Type (eg BA, TA).
_	underscore (*underscore*)	Matches any single character.	**_ans%** returns content, which has "ans" as the second, third and fourth letter (eg J**ans**en, H**ans**en). **_anne** returns any string of five characters, in which the last four are "anne" (eg Hanne, Janne, Sanne).	
[*specifier*]	square brackets	Parentheses enclose either an interval or a set (eg [a-f] or [abcdef]). Examples (interval): **[a-f]** only matches "a, b, c, d, e and f" **[0-9]** matches 0, 1, 2, 3, 3, 5, 6, 7, 8 and 9. Examples (set): **[abcdef]** and **[fcdbae]** matches the same content (note: the two sets are identical in the interval **[a-f]**). The *Specifier* is case sensitive.	**[CK]lausen** matches Clausen and Klausen. **[M-Z]inger** matches Minger, Ninger, Pinger, ..., Zinger.	**G[HR]** matches the SIA codes GH and GR. **E11[0-9]** matches all CID signals from E110 to E119. **E1[0-9][0-9]** matches all CID signals from E110 to E199.

Wildcard Character	Name	Description	Examples of wildcards used in searches.	Examples of wildcards used in matching SIA/CID signals.
[^*specifier*]	square brackets with circumflex	Any single character not within a specified range [a-f] or some specified characters [a, b, c, d, e, f]	**[^a-f]%** returns all entries containing a surname beginning with a letter, which comes after the letter F. **M[^c]%** matches content beginning with the letter "M" and which does not have the letter "c" as the second character.	

Wildcards for use in searches (overview).

REPORTS

Reports

Reports 124
Report Templates (interVIEW format) 131
About Scheduled Reports (Auto Reports) 134
About Custom Reports 148

Reports

interVIEW can generate different types of Reports for invoicing or statistical purposes.

Note: Once the Report has been generated, interVIEW places it in the Report Queue. The Server then processes the Reports one at a time.

Note: interVIEW automatically deletes Reports after three days.

Note: The date in "To date" is NOT included in the Report. For example, if you in "To date" enter "10/06/2012", then the Report will only run to and include 09/06/2012 23:59:59. This is indicated on the Reports using "(-)" meaning excluding.

- Depending on the requirements, you can define the interval "From date" and "To date" in three different ways:
  - Leave the fields blank.
  - Enter a date (DD/MM/YYYY). For example, "01/05/2010".
  - Enter a date and time (DD/MM/YYYY HH:MM:SS). For example, "01/05/2010 09:00:00").

    Note: Remember to insert a space between date and time ("YY HH").
  - Enter a time (HH:MM:SS). For example, "09:00:00".

    Note: The date and time separators (eg "/", ":" or ",") depend on the regional settings in Windows.

Examples

From Date	To Date	Results in the following scope:
(empty)	(empty)	From the oldest entry in the DB till now.
01/01/2010	(empty)	From 1 January 2010 00:00:00 till now.
(empty)	01/01/2010	From the oldest entry in the DB to 31
01/01/2010	31/01/2010	From 1 January 2010 00:00:00 to 30 January 2010 23:59:59. **Note:** This scope does NOT generate a Report for the entire month of January 2010, as interVIEW does not include the "To date". See also the example below.
01/01/2010	01/02/2010	From 1 January 2010 00:00:00 to 31 January 2010 23:59:59 (ie the entire month of January).
04/08/2009	04/08/2009	Returns an "Invalid range" error. This is because the same date is specified, but as interVIEW does not include the "To" date in the range, the range is zero. To generate a Report for a time range for the same day, see below.
04/08/2009	05/08/2009	From 4 August 2009 00:00:00 to 4 August 2009 23:59:59 (ie 4 August).
04/08/2009 08:00	04/08/2009 17:00	From 4 August 2009 08:00:00 to 4 August 2009 17:00:00 (ie 4 August from 08:00 to 17:00).

You can do the following with Reports:

- **Create/Generate Reports (manually)**. See "Generating Reports" on the next page.
- **Print Reports**. See "Printing Reports" on the next page.
- **Read Reports on the monitor**. See "Previewing Reports (on the monitor)" on the next page.
- **Create Report Templates**. Report Templates contain a set of fixed parameters, which you can then quickly load and the generate the Report. This way, you do not have to enter the same parameters each time you generate a Report. See "Report Templates (interVIEW format)" on page131.
- **Create Reports automatically according to a schedule (Auto Reports)**. You can create a schedule for when and how often you want to create and generate a Report and also the parameters of the Report and then have inteVIEW automatically generate the Report according to the schedule. See "About Scheduled Reports (Auto Reports)" on page134.
- **Compress Reports automatically as ZIP files when above a certain size** You do this in the Control Centre.

Generating Reports

1. Double-click on Reports (**System Menu**).
2. Double-click on the desired Report.
3. Complete the desired fields/checkboxes to define the scope of the Report.
4. Do one of the following:
   - Click **OK** to generate the Report and leave the window open. This way, you can quickly generate another Report without first having to open the System Menu.
   - Click **OK, close** to generate the Report and close the window.
   - Click **Cancel** to close the window without generating a Report.
   - Click **Reset fields** to clear any values in the field.
5. Open the Report Queue in (**Menu>Reports**).

The next step is to see the status of the Report in the Report Queue. See "The Report Queue" on page129.

Previewing Reports (on the monitor)

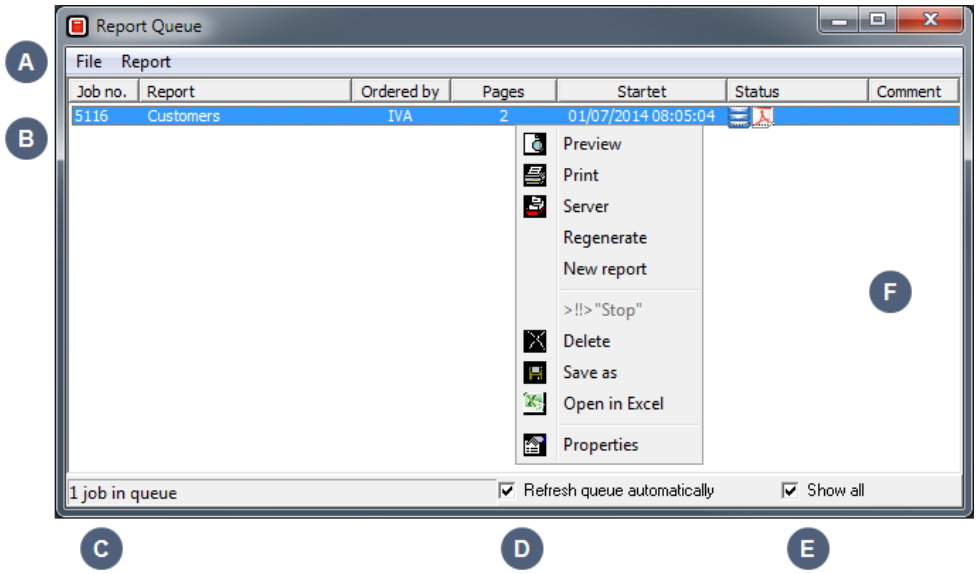
1. Ensure that the Report has been generated.
2. Right-click on the Report and select **Preview**.
   The Report opens in a new window.

Printing Reports

1. Ensure that the Report has been generated.
2. Right-click on the Report and select **Print**.
3. Select Printer and Print Options.
4. Click **OK**.

The Report Queue window

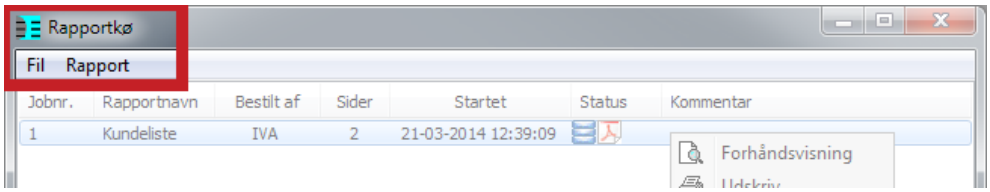
The Report Queue displays the Reports (jobs), which are currently being generated or have been generated in interVIEW.



The Report Queue window.

	Description
A	Menu bar. See "Menu bar (Report Queue window)" on the next page.
B	Report Queue. See "The Report Queue" on page129.
C	Number of Report jobs currently in the Report Queue.
D	Checked: Automatically updates the Report Queue.
E	Checked: Displays all Report jobs (ie for all Users). Empty: Only displays the jobs generated by the current User.
F	The context menu (right-click on the Report job). See "Context-Sensitive Menu" on page130.

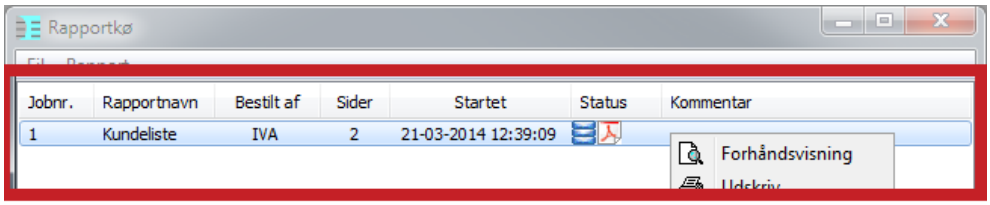
Menu bar (Report Queue window)



Menu bar (Report Queue window).

Command		Description
File >	Refresh (**F5**)	Manually refreshes the Report Queue. **Note:** You can configure interVIEW to automatically refresh the Report Queue by checking **Automatically update queue** at the bottom of the window.
	Close (**Alt+F4**).	Closes the window.
Report >	Properties	Displays the properties of the Report (ie when the Report was generated, number of pages and other technical parameters).
	Save As...	Saves the Report in one of the following formats: Adobe PDF, Microsoft Excel XML, HTML, CSV, FR3, XML or JSON.
	Open in Microsoft Excel	Opens the Report in Microsoft Excel (XML-format).
	Print	Prints the Report.
	Preview	Shows how the Report will look once printed.
	Run again	Generates the Report again (using the same parameters and same Job Number).
	New Report	Opens the Report parameter window to change parameters.
	Cancel	Cancels the Report. The Report will not be generated.
	Delete	Deletes the Report. **Note:** You must have specific rights in order to delete other users Report jobs.

The Report Queue



The Report Queue.

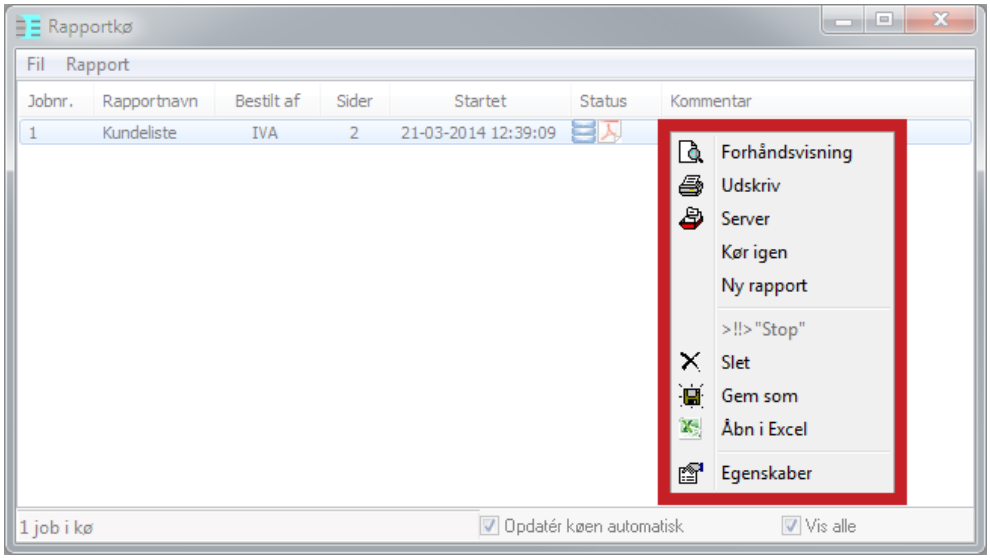
Field	Description
Job Number	interVIEW automatically assigns a unique sequential number to each Report.
Report Name	The Report Type.
Ordered by	User ID.
Pages	Report size (number of pages).
Started	Date and time.
Monitoring Status	The status icons indicate (a) in which format the Report will be available and (b) how far in the generation process the format is.

Data collection	Microsoft Excel (XML)	Adobe (PDF)	Printer	e-mail
Processing.	The Report has been saved as an Excel file by the user.	Processing.	Processing.	Processing.
Ready.	The Report has been saved as an Excel file by the user.	Ready.	The Report has been sent to the printer.	The Report has been generated as a PDF file, attached to an e-mail and sent to the selected e-mail recipient.

Comment	Any comments.

Context-Sensitive Menu

Right-click on a Report to open the context-sensitive menu.



The Context Sensitive Menu.

Send the Message.	Description
Preview	Shows the Report as it will appear once printed.
Print	Prints the Report.
Regenerate	Regenerates the Report (using the same parameters and same Job Number).
New Report	Opens the Report parameter window to change parameters.
Cancel	Cancels the Report. The Report will not be generated.
Delete	Deletes the Report. **Note:** You must have specific rights in order to delete other users Report jobs.
Save As...	Saves the Report in one of the following formats: Adobe PDF, Microsoft Excel XML, HTML, CSV, FR3, XML or JSON.
Open in Microsoft Excel	Opens the Report in Microsoft Excel XML format.
Other formats...	Opens the Report in the selected format.
Properties	Shows the properties for the Report.

Report Templates (interVIEW format)

Report Templates are Reports, which contain one or more fixed parameters. The fixed parameters can, for example, be a Site Group, a Hardware ID range or an e-mail address.

The advantage of using Report Templates is that you do not need to reenter the same set of parameters each time you generate the same Report.

For more information about parameters, see "Parameter Syntax (Auto Reports)" on page144.

You can also create Report Templates using Microsof Excel. Please contact Innovative for further information.

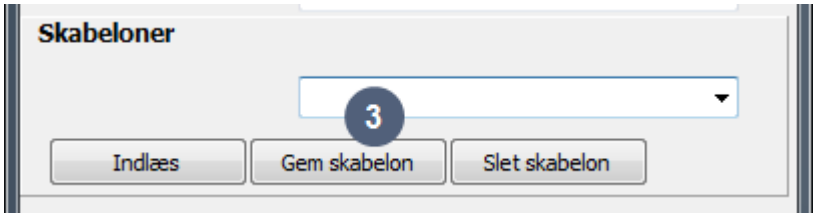
Note: You can also configure interVIEW to automatically generate Reports according to a schedule (eg. daily, weekly or on the 1st of every month). See "About Scheduled Reports (Auto Reports)" on page134.

You can do the following with Report Templates:

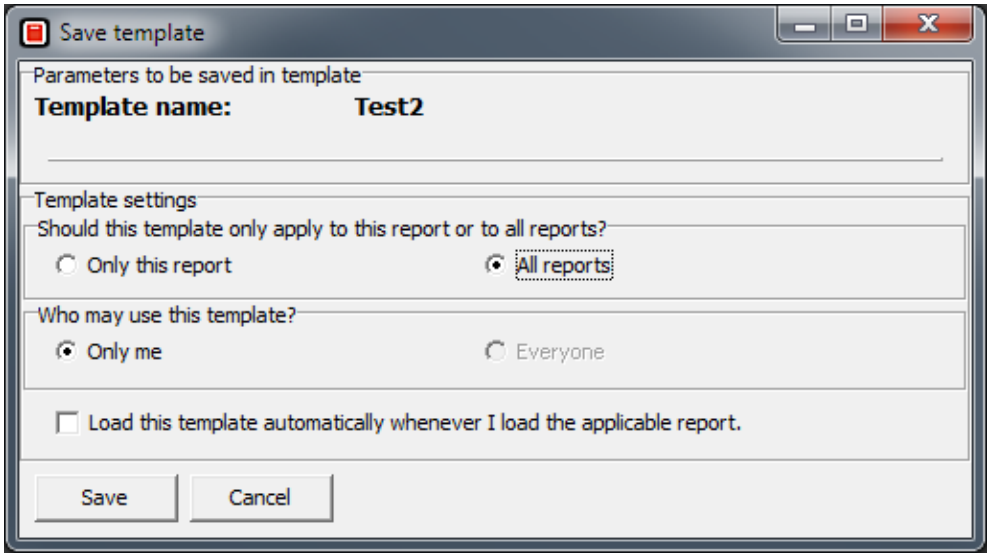
- **Create Report Templates (interVIEW format)**. See "Creating Report Templates" below.
- **Load Report Templates.** See "Loading Report Templates" on the next page.
- **Edit Report Templates.** See "Editing Report Templates" on page133.
- **Delete Report Templates.** See "Deleting Report Templates" on page133.
- **Automatically generate Reports using schedules** See "About Scheduled Reports (Auto Reports)" on page134.

Creating Report Templates

1. Open the desired Report.
2. Complete the report parameters, which you want to form the Report Template.
3. In the white field below **Templates**, give the template a name/ID and click **Save**.



4. Verify that the parameters are as desired.



5. Select whether you want the template to only be available for this Report Type or for all Report Types.
6. Select which users are allowed to use the template.

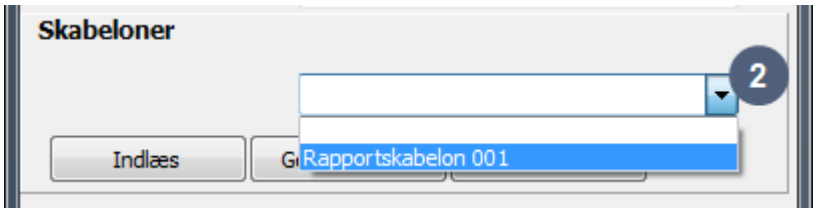
> **Note:** The "All" function is currently not supported.

7. If you want to automatically load this template every time you open this Report Type, then check **Load this template...**.
8. Click **Save**.

The Report Template has now been created and saved. To use the Report Template form now, you must first load it. See "Loading Report Templates" below.

Loading Report Templates

1. Open the desired Report Type.
2. In **Templates**, select the Report Template.



> **Note:** If the list is empty, then no templates are available for this Report Type.

3. Click **Load**.

> **Note:** If the Report contains parameters, which also exist in the Report Template being loaded, then the former will be overwritten by the content in the template being loaded. For example, if you have manually entered values in the HwID range and then load a template, which also contains a HwID range, then it is the content of the HwID range in the template being loaded, which will be used.

4. To load additional templates/parameters (to combine Report Templates), then repeat from step 2.

The Report Template is now loaded. The next step is to generate the Report. See "Generating Reports" on page126.

Editing Report Templates

1. Load the Report Template. See "Loading Report Templates" on the previous page.
2. Edit the content.
3. Click **Save**.
4. Confirm the changes.
5. Click **Save**.

The Report Template has now been edited.

Deleting Report Templates

1. Open the Report, to which the Report Template is linked.
2. Select the Report Template from the list.
3. Click **Delete Report Template.**
4. Confirm delete.

> **Note:** This action cannot be undone.

About Scheduled Reports (Auto Reports)

You can configure interVIEW to automatically generate Reports according to a schedule. This way, for example, on the first of every month, interVIEW can automatically generate a Report for the preceding month and send it via e-mail.

An Auto Report is a Report/Report Template (incl. parameters defining the scope), which is linked to a schedule. When the dates on the schedule are reached, interVIEW automatically generates a Report, which is then placed in the Report Queue and run as a normal Report.

Auto Reports use a special parameter syntax to define the relative times used to define the scope of the Report. For example, the syntax "-7d" means that the scope extends back seven days/one week in time from now. For more information, see "Parameter Syntax (Auto Reports)" on page144.

Note: The rules for (conventional) Reports also apply to Auto Reports. In other words, you must keep in mind that the date in the "To Date" field, as you define the interval, is **NOT** included, when interVIEW generates the Auto Report. For more information, see "Examples" on page124

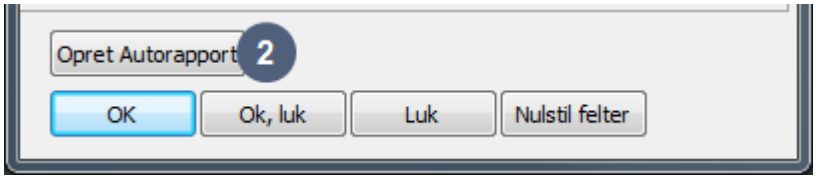
You can do the following with Auto Reports:

- **Create Scheduled Reports (Auto Reports)**. See "Create Schedule" on the facing page.
- **View an overview of currently active (and inactive) Auto Reports.** See "Auto Report overview" on page143.
- **Disable/enable Auto Reports.** You can disable/enable Auto Reports at your discretion. This way, you can temporarily disable an Auto Report. The Auto Report will remain on the list, but it will not be generated until it is enabled once again. See "Auto Report overview" on page143.
- **Generating Auto Reports manually.** Although interVIEW automatically generates the Auto Report according to its schedule, it may be convenient to occasionally be able to manually generate it at other times then scheduled. See "Auto Report overview" on page143.
- **Editing Auto Reports.** See "Auto Report overview" on page143.
- **Deleting Auto Reports.** See "Auto Report overview" on page143.

Step 1 - Create Schedule

You can create anything from a simple schedule (eg every Monday) to complex schedules (eg every other Tuesday in every other month). The initial four options in this dialog are simple (ie fixed and predefined) runs. The fifth ("Customised") enables you to create "complex" runs.

1. Do one of the following:
   - To create an Auto Report, which is not based on a Report Template, open the Report Type, which you want to generate automatically and complete the parameters.
   - To create an Auto Report based on a Report Template, open the Report Type and load the template. For more information, see "Report Templates (interVIEW format)" on page131.
2. Click **Create Schedule**.

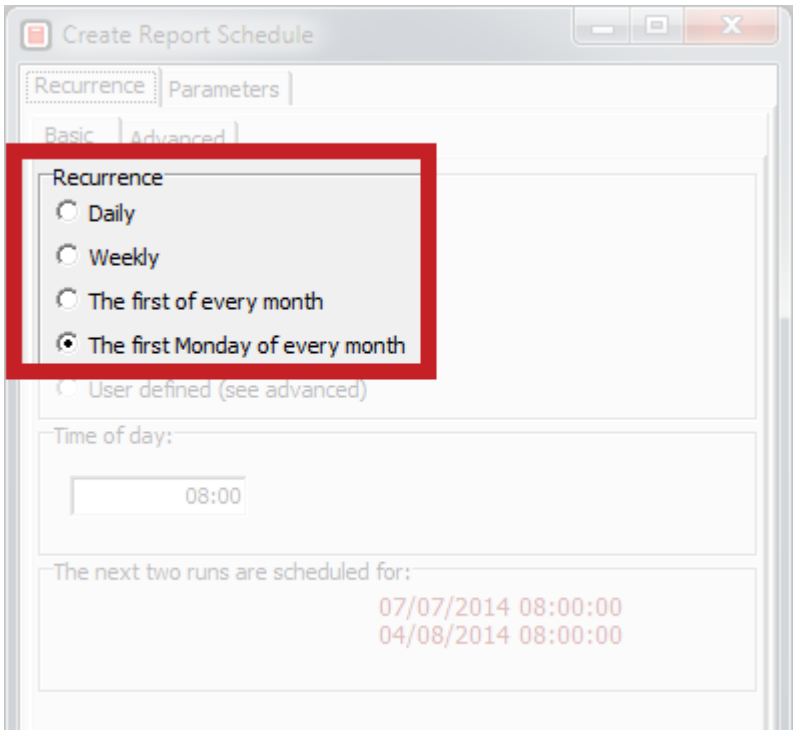


3. Do one of the following:
   - To create a simple schedule, see "Select Simple Run" on the next page.
   - To create a complex/customised schedule, see "Create Advanced Run" on page138.

Step 2 - Select Simple Run

Note: If you do not want to select one of the predefined simple runs, then skip this step and go to "advanced run".

1. Select the tab **Basic**.



The above example shows a simple run, which has been scheduled for "the first Monday of every month". This is verified in the field, which calculates and displays when the next to runs (at the current settings) will be run, that is Monday 5-5-14 and Monday 2-6-14 at 08:00 (8 AM), respectively.

2. Select one of the following recurrences:
   - Daily (ie every day at 08:00)
   - Weekly (ie every Monday at 08:00)
   - The first of every month (ie 1 January, 1 February, 1 March etc at 08:00)
   - The first Monday of every month (at 08:00)

Note: interVIEW concurrently calculates and shows when the following two runs are scheduled for on the basis of the current settings.

2. (Optional) By default, all four simple runs are set to 08:00. To change this, simply enter a new time (format HH:MM).

Note: The selection automatically changes to "User Defined (see advanced)". This is normal.

> **Note:** Depending on the number of Auto Reports, which - when scheduled to be generated - are placed in the Report Queue, then the actual run time may be delayed some minutes. For example, if you schedule to generate four Auto Reports on the same day at 08:00, then interVIEW will generate them on a first-come-first-serve principle and depending on the size of the four Auto Reports, numbers two, three and four may be delayed a few seconds or minutes after 08:00.

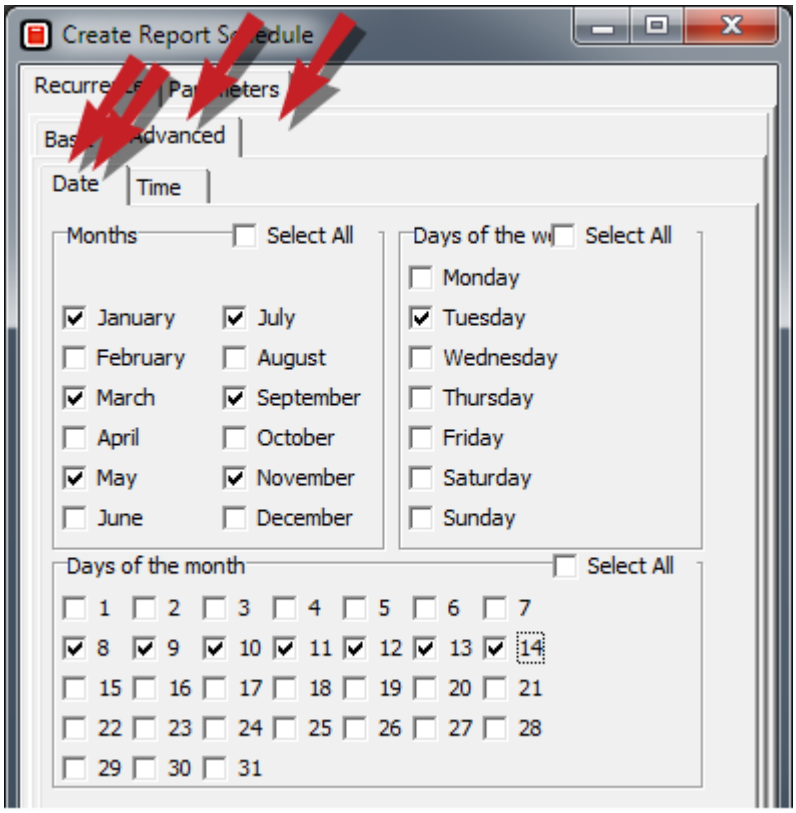
3. Click **Next**.

Next step is to confirm the parameters and scope for the Auto Report. See "Defining the parameters and scope of the Auto Report." on page141.

Step 3 - Create Advanced Run

Note: This step is only required if you want to automatically generate Reports at any other time than the four predefined in the previous step "simple runs".

1. Select the tab **Advanced** and then selected the tab **Date**.

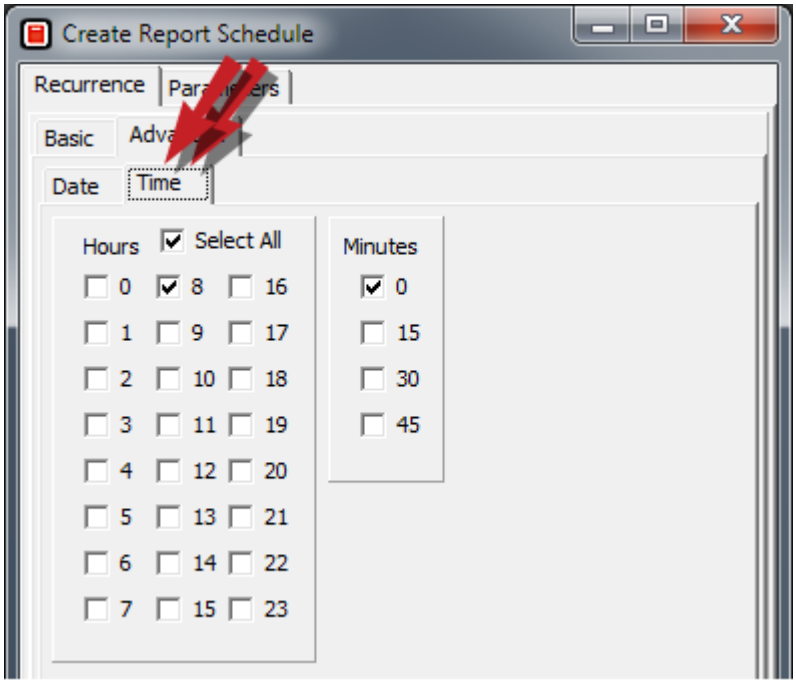


The above example generates an Auto Report every other Tuesday in every other month. For a full explanation and more examples, see page ...

2. Check the boxes to define the desired date(s) and times of month etc.

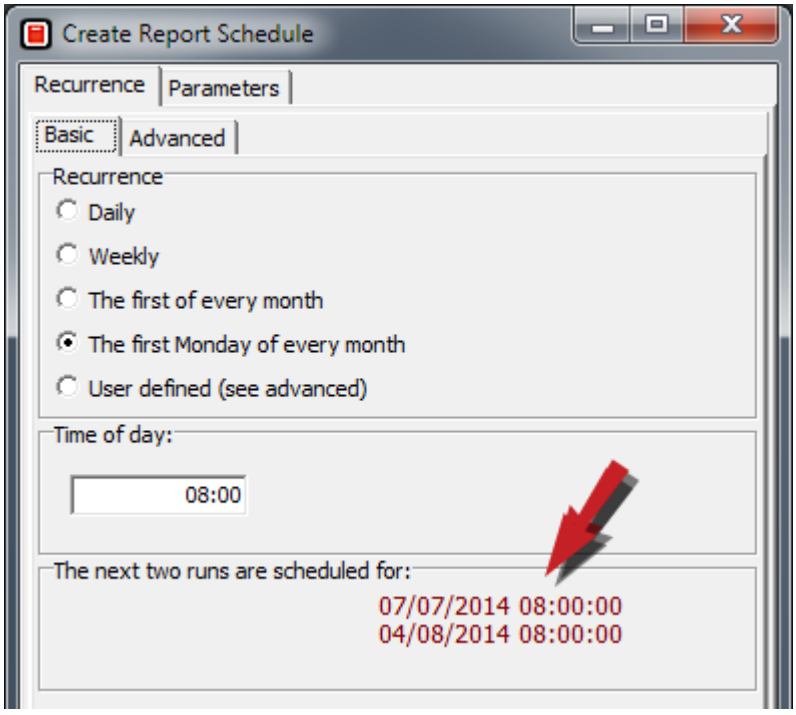
Note: interVIEW concurrently checks that the combination of the different months, weekdays and day of the month results in at least one valid date. This is to avoid that you inadvertently create the date 31 February or create recurrences which are more than six months apart (considered an error by interVIEW). Consequently, a valid date is a date in which at least one of the fields in months, weekdays and days of the month match each other. Within each of these three groups, interIVEW applies the logical expression "OR" and between the groups, interVIEW applies the logical expression "AND". Consequently, a valid date is a date, where January OR February OR March.. AND Monday OR Tuesday OR Wednesday... AND the 1st OR the 2nd OR the 3rd... exists.

3. Select the tab **Time**.



The above example is set to 08:00 o'clock.

4. Check the boxes to define the desired time.
5. Select the tab **Basic** and confirm that the schedule for the following two runs are as expected.



6. If not, then select the tab **Advanced** again and change the settings until the scheduled runs are as desired.
7. Click **Next**.

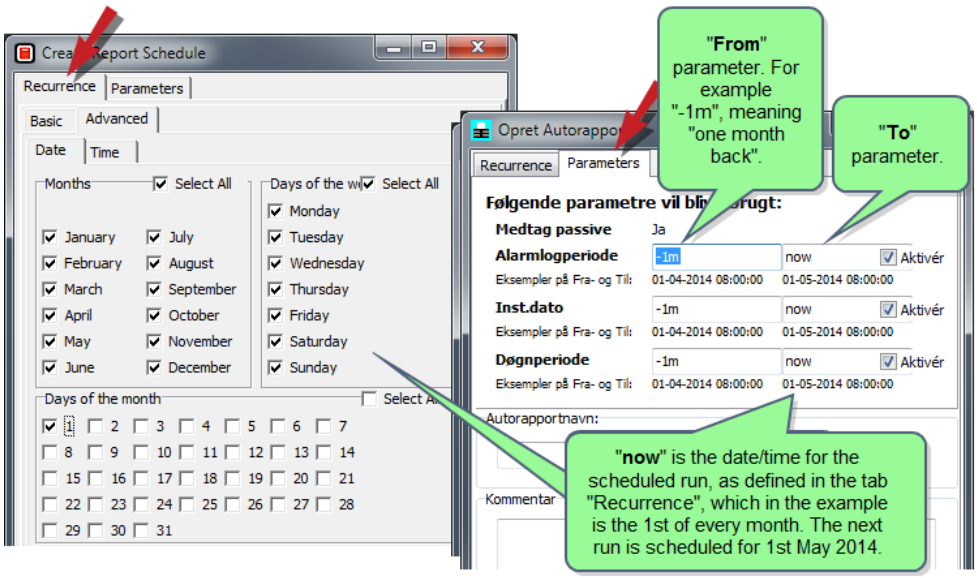
Next step is to confirm the parameters and scope for the Auto Report. See "Defining the parameters and scope of the Auto Report." on the facing page.

Note: Depending on the number of Auto Reports, which - when scheduled to be generated - are placed in the Report Queue, then the actual run time may be delayed some minutes. For example, if you create a schedule, which generates four Auto Reports on the same day at 08:00, then interVIEW will generate them on a first-come-first-serve principle and depending on the size of the four Auto Reports, numbers two, three and four may be delayed a few seconds or minutes after 08:00.

Step 4 - Defining the parameters and scope of the Auto Report.

In this step, you determine which parameters you want to include in as well as the scope (ie "from/to") of the Auto Report.

1. Check **Enable** for each parameter, which you want to include and also define the expression for the desired time range (eg "-1m" = "one month back in time" = "the previous month"). For more information about the parameter syntax, see "Parameter Syntax (Auto Reports)" on page144.



In the above example, interVIEW generates an Auto Report on the first day of every month (as defined in the tab "Recurrence"), which contains Alarm Log Periods, Installation Dates and Day Periods, going back one month (From date = "-1m") from the time, when interVIEW has scheduled to generate the Report (To date = "now" = "on the 1st of every month"). interVIEW constantly calculates and displays which dates/times, which will be used: the field "To date" is set to "now" and as the Auto Reports has been scheduled to run on "every 1st day of the month", interVIEW has calculated the next run - when this example was created - to Thursday 1st May 2014. The field "From" has been set to "-1m" and will therefore go one month back in time from 1st May 2014, which is from (Tuesday) 1st April 2014. See more examples on page 188.

2. Give the Auto Report a name/ID.
3. Enter a brief **Comment**.
4. Click **OK**.

The Auto Report is now saved and enabled and will appear on the Auto Report overview. See "Auto Report overview" on page143.

The next step is to test the Auto Report to ensure that it generates the desired content (ie. parameters and scope). See

Note: Depending on the number of Auto Reports, which - when scheduled to be generated - are placed in the Report Queue, then the actual run time may be delayed some minutes. For example, if you schedule to generate four Auto Reports on the same day at 08:00, then interVIEW will generate them on a first-come-first-serve principle and depending on the size of the four Auto Reports, numbers two, three and four may be delayed a few seconds or minutes after 08:00.

Step 5 - Testing the Auto Report

In this step you test the Auto Report by generating it manually to verify that the parameters and the scope generates the desired content.

1. Open the Auto Report overview (**Reports>Auto Report overview**). See "Auto Report overview" on the facing page.
2. Highlight the Auto Report, right-click and select **Run now**. The Auto Report is now placed in the Report Queue.

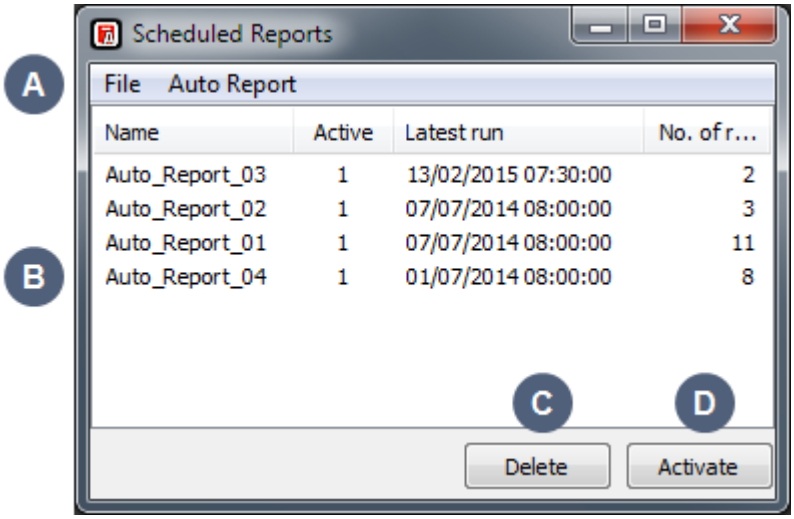
   Tip! Note the Report job number. This will make it easier to find it in the Report Queue afterward.

3. Open the Report Queue (**Reports>Report Queue**). See "The Report Queue" on page129.
4. When the Report has been generated, then highlight it, right-click and select **Preview**.
5. Verify that the Report contains the desired parameters and scope. Otherwise, return to the Auto Report overview, right-click the Auto Report, select **Settings**, edit the desired parameters, save the Auto Report and repeat the procedure from step 2.
6. (Optional) Highlight the Auto Report, right-click and select **Delete**.
7. Close the Auto Report overview and the Report Queue window.

The Auto Report has now been created as desired and will be generated at the scheduled date/-time with the desired content and scope. To enable/disable, edit, delete etc. Auto Reports, open "Auto Report overview" on the facing page.

Auto Report overview

The Auto Report overview contains the scheduled Reports.



Auto Report overview.

				Description
A	Menu bar	File >	Refresh (**F5**)	Refreshes the window.
			Close (**Alt+F4**).	Close and exits the window.
		Auto Report >	Settings	Opens the settings for the Auto Report to edit them.
			Run now	Generates the Auto Report now.
			Enable	Enables the Auto Report. The Auto Report is automatically generated according to its schedule.
			Disable	Disables the Auto Report. The Auto Report will not be generated before it is enabled again.
			Delete	Deletes the Auto Report.
B	Auto Reports	Name		The name of the Auto Report.
		Enabled		1 = The Auto Report is enabled and will be generated according to its schedule. 0 = The Auto Report is disabled.
		Most recent run		Date and time for the most recent run.
		Number of runs		How many times the Auto Report has been generated so far (incl. any manual runs).
C	Delete			Deletes the highlighted Auto Report.
D	Enable			Enables the Auto Report.

Parameter Syntax (Auto Reports)

The parameter syntax describes the times used to create schedules for Reports (see "About Scheduled Reports (Auto Reports)" on page134).

You can define times in Auto Reports as follows:

- As relative time (eg one month back in time, a week back in time and two hours forward in time).
- As absolute time (eg a specific date or a specific time).

The parameter syntax is as follows:

<relative>[,<absolute>]

The parameter syntax has the following properties:

- it consists of two parts: a relative time and an absolute time
- the two parts have different syntax
- the meaning/interpretation of the absolute time depends on the relative time, which in turn means that the absolute time part is optional (not required)

Relative times

The relative times are calculated from the time (date/time) the schedule has been set to generate the Auto Report.

The parameter syntax for **<relative>** is as follows:

```
<sign><integer><type>
```

where

<sign> is either - (minus/negative) or + (plus/positive). Minus indicates "back in time". Plus indicates "forward in time".

<integer> is an integer larger than or equal to 0.

<type> is one of the following five units of time: **y** (year), **m** (month), **d** (day), **h** (/hours) or **i** (minutes).

EXAMPLE

-1m means "one month back in time".

-7d means "seven days/one week back in time".

-2m+2d means "two months back in time and then two days forward in time"

See more examples in the overview.

Note: To indicate weeks, use the syntax "7d" per week. For example, "21d" means three weeks.

Note: The relative times must be indicated in descending order (ie. y m d h i).

Note: It is not possible to indicate seconds.

See more examples in the overview.

Absolute times

The parameter syntax for **<absolute>** is as follows:

```
<day>-<month> <hh>:<mm>
```

where

<day> is an integer between 1 and 31.

- (hyphen) separates days from months.

<month> is an integer between 1 and 12.

(space) separates months from hours.

<hh> is an integer between 0 and 23.

: (colon) separates hours from minutes.

<mm> is an integer between 0 and 59.

EXAMPLE

Let's say that we indicate the relative time as **-1m** (ie. "one month back in time"). In that case, the first two values preceding the separator will be interpreted as the day. The following two values will be interpreted as hours and then minutes.

The expression **-1m,01 00:00** means "go back one month, go forward to the 1st of that month and go to midnight").

The expression **-2m+2d,04** means "go back two months, go forward two days and go to 04:00 (4 AM)".

See more examples in the overview.

The first unit in the absolute time will be the unit, which is immediately below the lowest unit in the relative time and so on.

Note: You may leave out the following times. For example, it is sufficient to enter "08:00" (hh:mm) to mean "08:00:00" (hh:mm:ss).

Note: The comma separates the date from the time. In other words: interVIEW will interpret everything succeeding the comma as a time/clock indication (hh:mm).

Expression	Description/definition	Examples 09-05-14 12:00:00 (="now")
now	the time (date/time) at which the Auto Report is scheduled to run according to its schedule. **Note:** The expression "now" is a separate syntax and cannot be combined with other expressions. See "Select Simple Run" on page136 and "Create Advanced Run" on page138.	09-05-14 12:00:00
-1y	one year back	09-05-**13** 12:00:00
-1m	one month back	09-**04**-14 12:00:00
-1d	one day back	**08**-05-14 12:00:00
-1h	one hour back	09-05-14 **11**:00:00
-7d	one week back	09-05-14 12:00:00
-1m-1d	one month back and then one day back	**08**-**04**-14 12:00:00
-1m+1d	one month back and the one day forward	**10**-**04**-14 12:00:00
-1d,08 or -1d,08:00	one day back from 08:00:00 (8 AM)	**08**-05-14 **08**:00:00
-1m-0d,08 or -1m-0d,08:00	one month back from 08:00:00 (8 AM) **Note:** In this case, you must insert "**-0d"** (zero days) immediately following the months in the syntax Otherwise, interVIEW will interpret the first parameter following the comma as days and not hours. In other words, if you only wrote **-1m,08**, then interVIEW would interpret the expression as "one month back and to the eight day".	09-**04**-14 **08**:00:00
-3m	three months (a quarter) back	09-**02**-14 12:00:00
-1m,01 00:00	one month back and then to the 1st of the month at 00:00 (midnight)	**01**-**04**-14 **00**:00:00
-2m+2d,04	two months back, two days forward and to 04:00 (4 AM).	**11**-**03**-14 **04**:00:00
-0d,03 or -0d,03:00	today at 03:00:00 (3 AM)	
-1m,01	one month back to the 1st of the month	**01**-**04**-14 12:00:00

Expression	Description/definition	Examples 09-05-14 12:00:00 (="now")
-1m,01 00:00	one month back to the 1st of the month and at midnight	**01**-**04**-14 **00**:00:00
-1m,02	one month back to the 2nd of the month	**02**-**04**-14 12:00:00

Parameter syntax for times in Auto Reports.

About Custom Reports

*** THIS TOPIC IS UNDER REVISION ***

Custom Reports are Reports, in which you yourself can define the content.

These Reports may also be generated as Auto Reports (see "About Scheduled Reports (Auto Reports)" on page134).

You can do the following with Custom Reports:

- **Create Custom Reports**. See "Creating Report Templates" on page131.

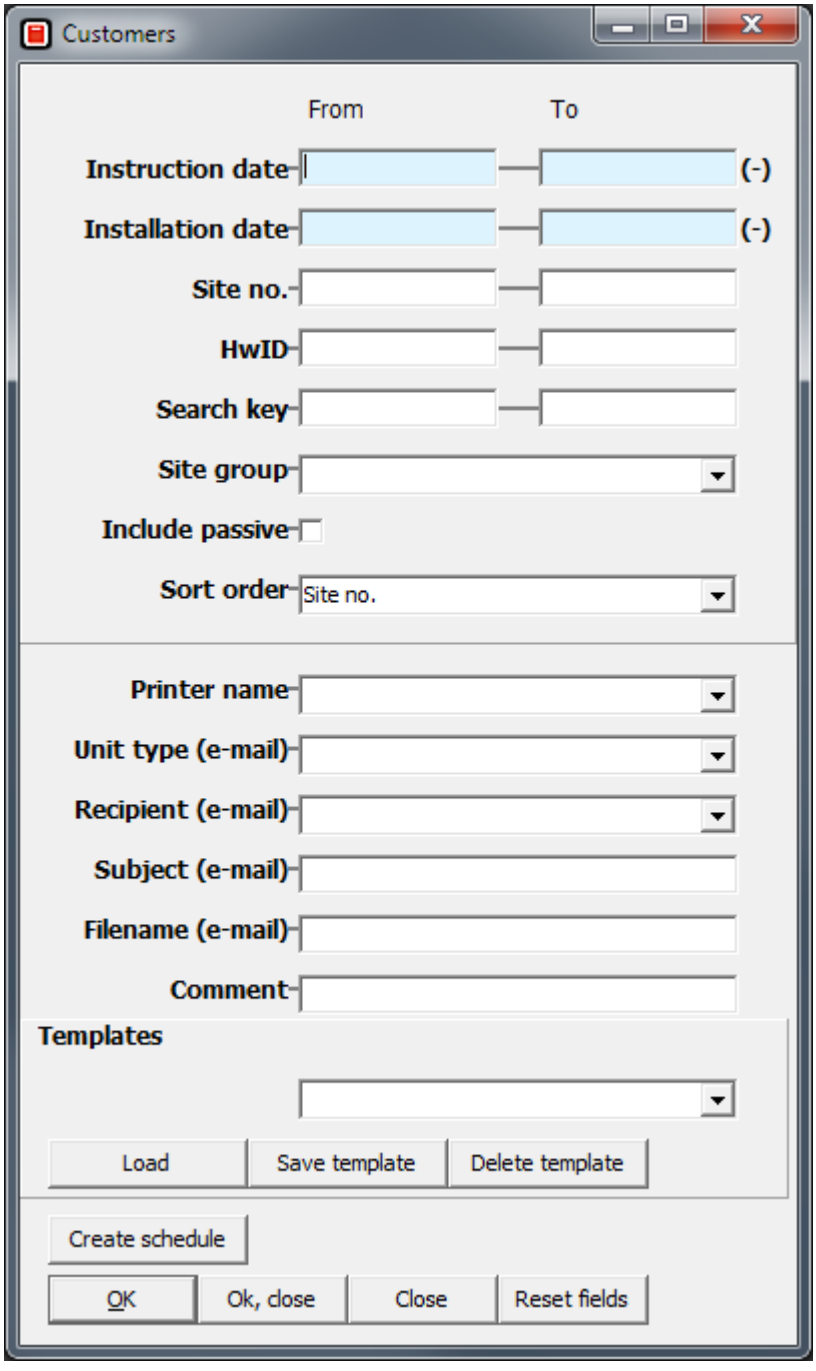
Creating Custom Reports

*** THIS TOPIC IS UNDER REVISION ***

Report Types

Customers (Report)

Generates a Report about Customers/Sites.



Parameter	Functional Area
Instruction Date	Select Instruction Date range.
Installation Date	Select Installation Date range.
Site/Customer Number	Site/Customer number range.
HwID	Enter the range of the Hardware ID.
Old Customer Number	Enter the range of the Old Customer Number.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Sort by	Select sort order.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief Comment.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

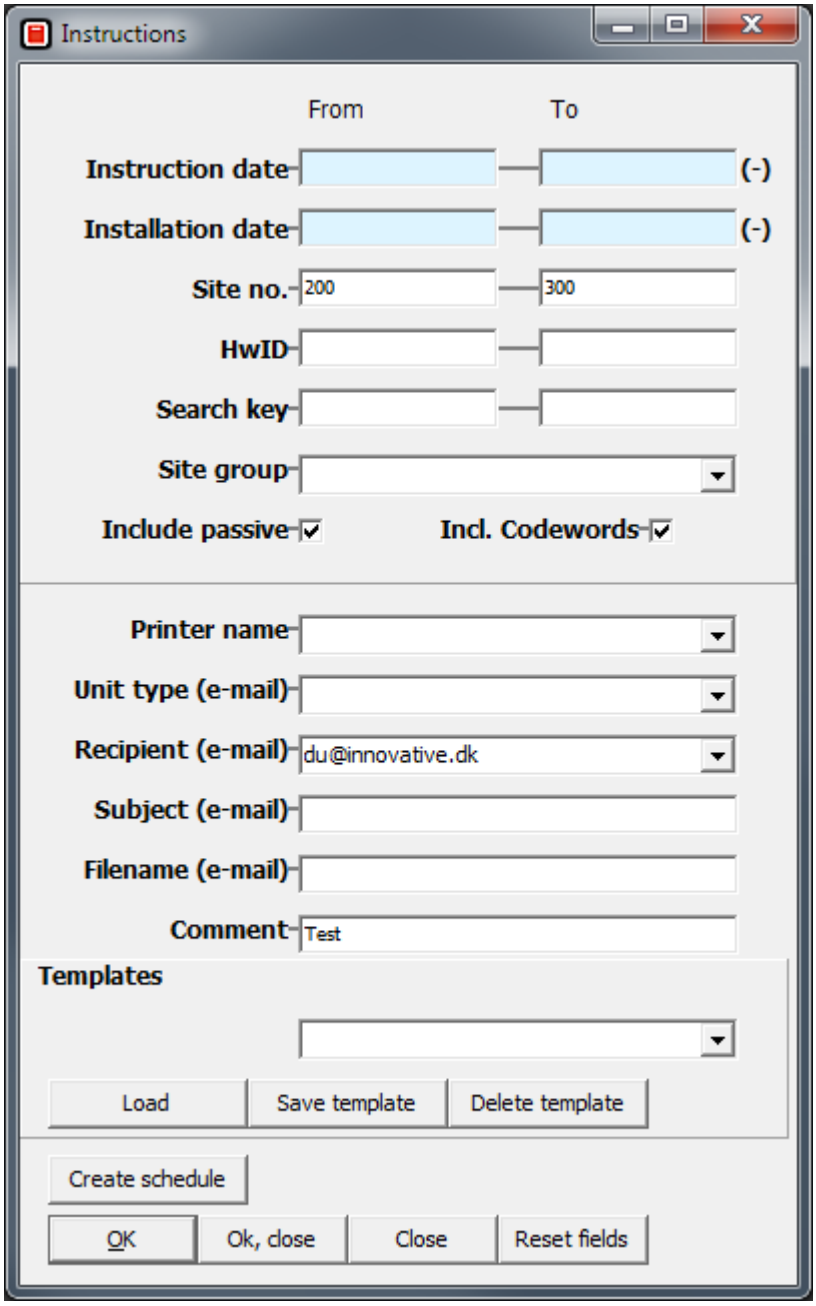
See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.

Button	Function
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Instructions (Report)

If interVIEW becomes temporarily unavailable, you can still perform manual alarm handling using Instructions. The Instructions report is based on the HwID and contains all relevant data for alarm handling.



Parameter	Functional Area
Instruction Date	Select Instruction Date range.
Installation Date	Select Installation Date range.
Customer Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Old Customer Number	Enter the range of the Old Customer Number.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Include Codewords	Includes Codewords.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief Comment.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

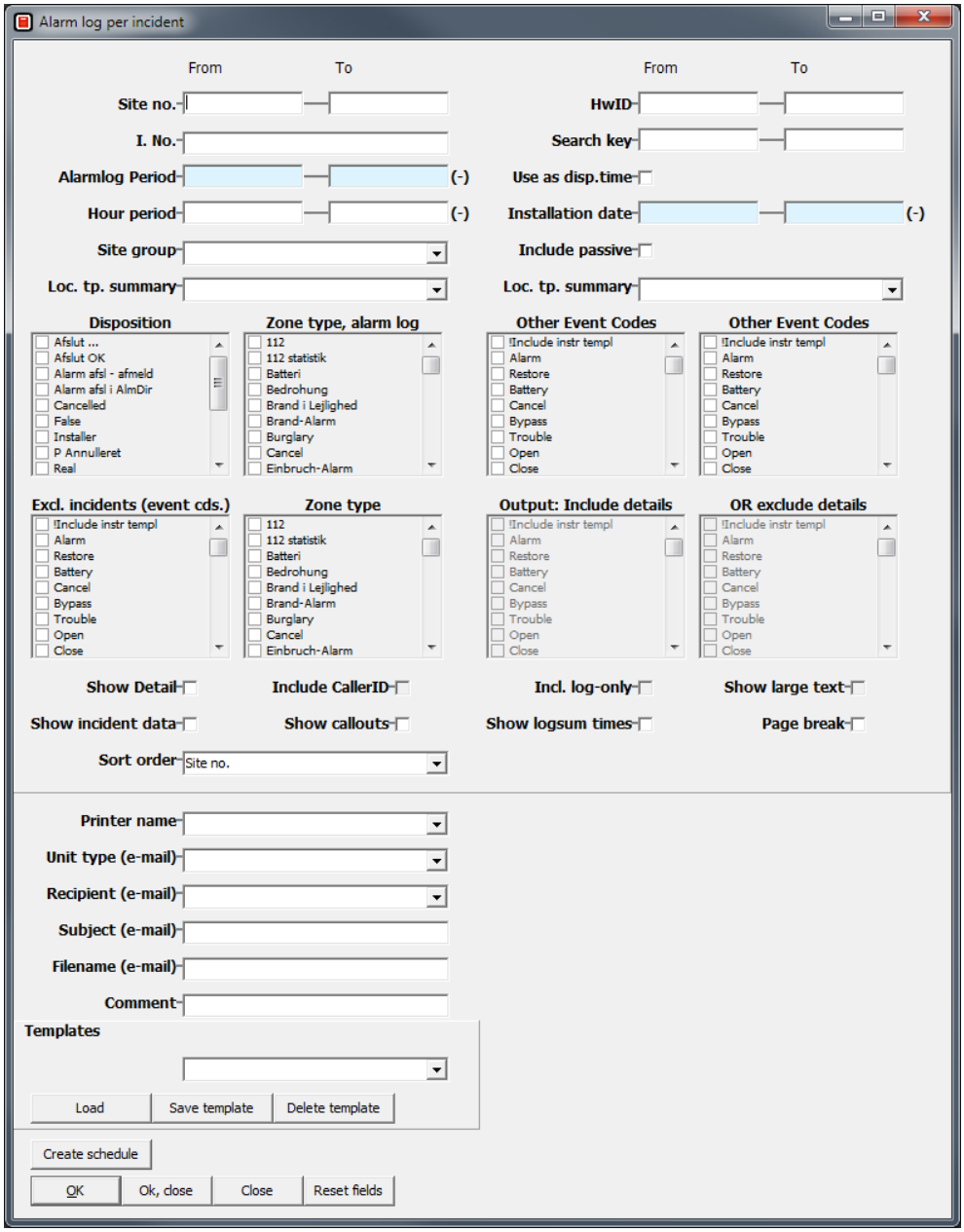
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

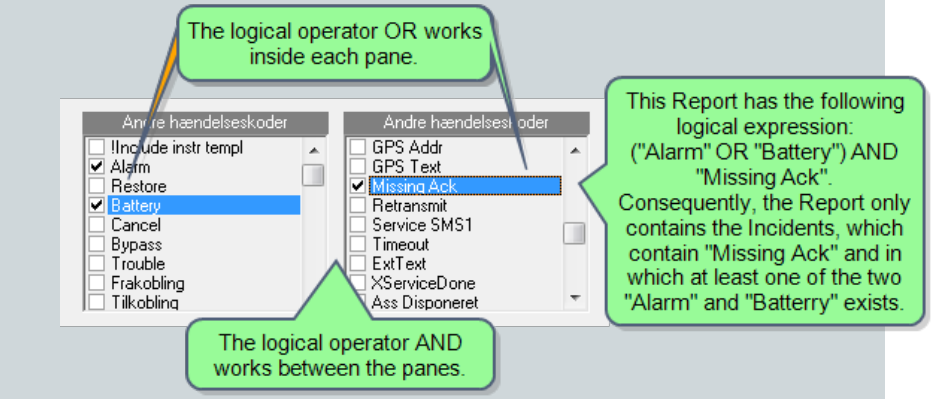
See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Alarm log per incident (Report)

Generates a Report based on an Incident.



Parameter	Functional Area
Site Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Incident Number	Enter the Incident Number.
Old Customer Number	Enter Site Number interval.
Alarm Log Period	Select range for the Alarm Log period.
Hour Period	Enter time range. This way, you only include signals received within the given period. For example, if you enter 18:00:00 and 08:00:00, respectively, then the Report will only include signals received from 6 PM to 7 AM the following day.
Install Date	Select Installation Date range.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Global Unit Type summation	Displays the total number (summation) of Global Units of a specific kind (eg vehicles or individuals), associated with each Incident. This way, you can quickly get an overview of the number of resources associated with a specific Incident. You can view two different summations:
Disposition (pane)	(Optional) Select one (or more) Disposition Codes. **Note:** If left blank, the codes will not be part of the filter.
Zone Type (Alarm Log)	(Optional) Select on (or more) Zone Types from the Alarm Log, which you want to include.
Other Event Codes Panes (pane)	(Optional) Select on (or more) Event Codes to define a logical expression. **Note:** Within each pane, interVIEW applies the logical operator OR and between the panes, interVIEW applies the logical operator AND. **EXAMPLE** 

Parameter	Functional Area
Deselect Incident (by Event Code)	(Optional) Select on (or more) Event Codes for those Incidents, which you do NOT want to include.
Zone Type (pane)	(Optional) Select one (or more) Zone Types (on the Sum Log). **Note:** If left empty, the Zone Types will be excluded from the filter.
Output: Select details	EITHER select which details to include.
Output: OR deselect details	OR select which details to exclude.
Show Details	Includes the details as entered in the above two fields. **Note:** If left blank, the details are excluded - also if the detail fields contain data.
Include Caller ID	Includes the Caller ID ("A-number") (ie. the incoming phone number) on the details.
Include Log Only	Includes Log-Only signals on the details.
Include Long Texts	Includes the content of the "large text pane" in the window Alarm Log Details. See "Alarm Log Details (window)" on page66.
Show Incident data	Includes Incident Fields.
Show Callouts	
Show Sum Log Times	Includes Sum Log Time Groups.
Insert page break	Automatically inserts page break before each separate Incident.
Sort Order	Select sort order.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

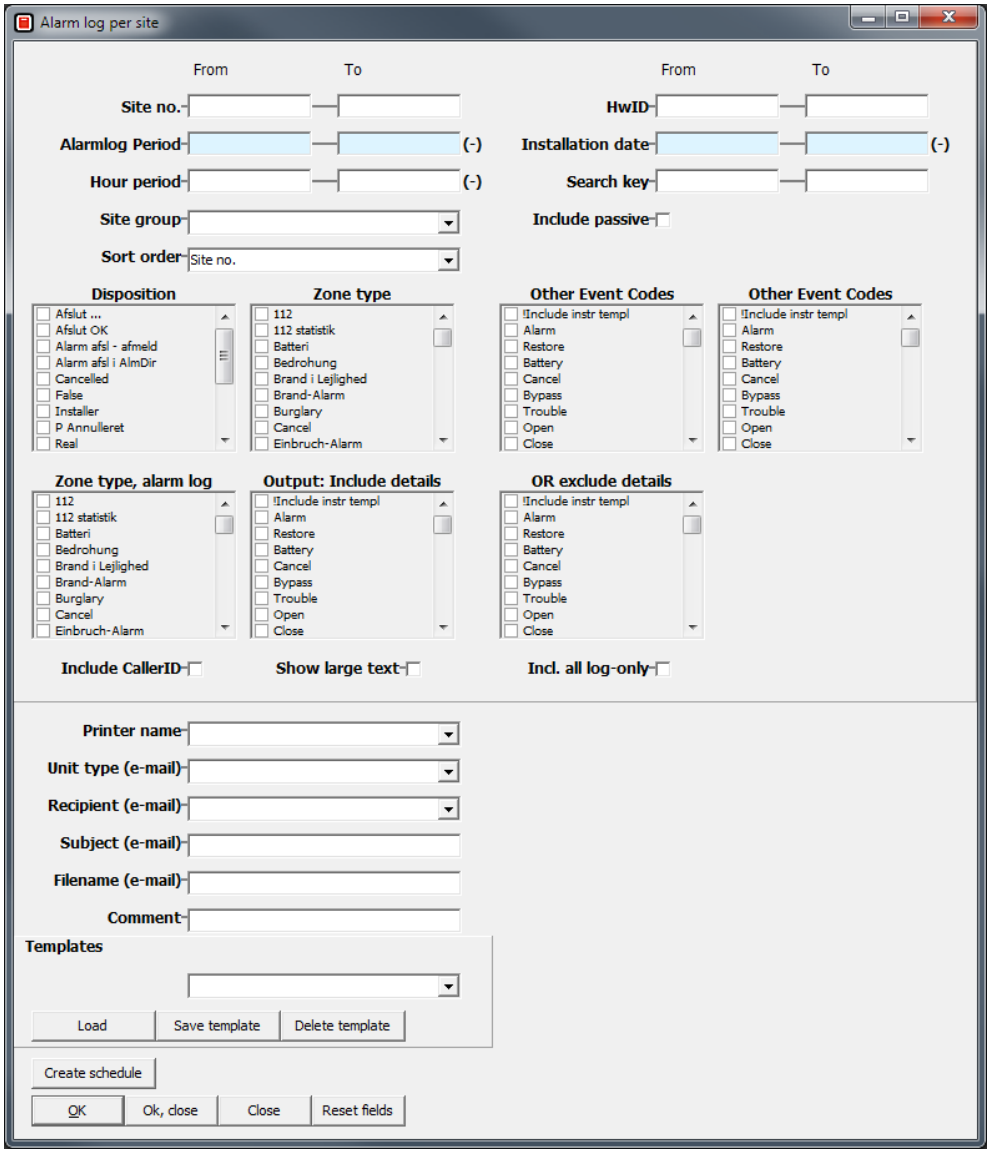
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

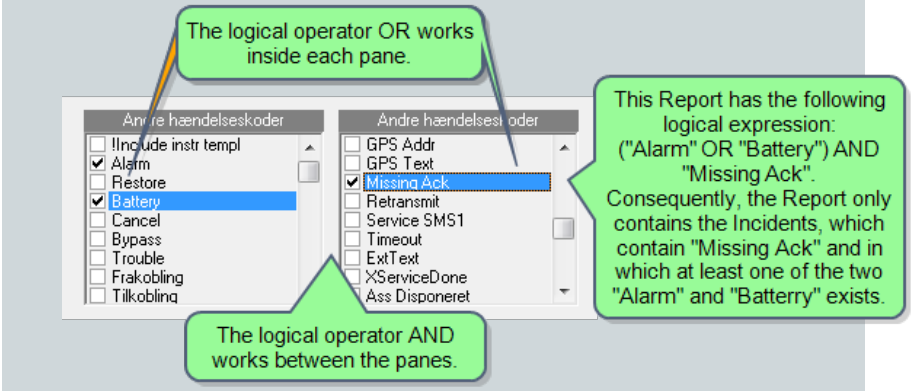
See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Alarm Log (per Site) (Report)

Generates a Report based on an Incident (per Site).



Parameter	Functional Area
Site/Customer Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Alarm Log Period	Select range for the Alarm Log period.
Install Date	Select Installation Date range.
Hour Period	Enter time range. This way, you only include signals received within the given period. For example, if you enter 18:00:00 and 08:00:00, respectively, then the Report will only include signals received from 6 PM to 7 AM the following day.
Old Customer Number	Enter Site Number interval.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Sort Order	Select sort order.
Disposition (pane)	(Optional) Select one (or more) Disposition Codes. **Note:** If left blank, the codes will not be part of the filter.
Zone Type (pane)	(Optional) Select one (or more) Zone Types (on the Sum Log). **Note:** If left empty, the Zone Types will be excluded from the filter.
Other Event Codes Panes (pane)	(Optional) Select on (or more) Event Codes to define a logical expression. **Note:** Within each pane, interVIEW applies the logical operator OR and between the panes, interVIEW applies the logical operator AND. **EXAMPLE** 
Zone Type (Alarm Log)	(Optional) Select on (or more) Zone Types from the Alarm Log, which you want to include.
Output: Select details	EITHER select which details to include.

Parameter	Functional Area
OR deselect details	OR select which details to exclude.
Include Caller ID	Includes the Caller ID ("A-number") (ie. the incoming phone number) on the details.
Include Long Texts	Includes the large text pane on the details.
Include all Log-Only	Includes all Log-Only signals on the details - including the signals, which do not form part of the Incident itself.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Global Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

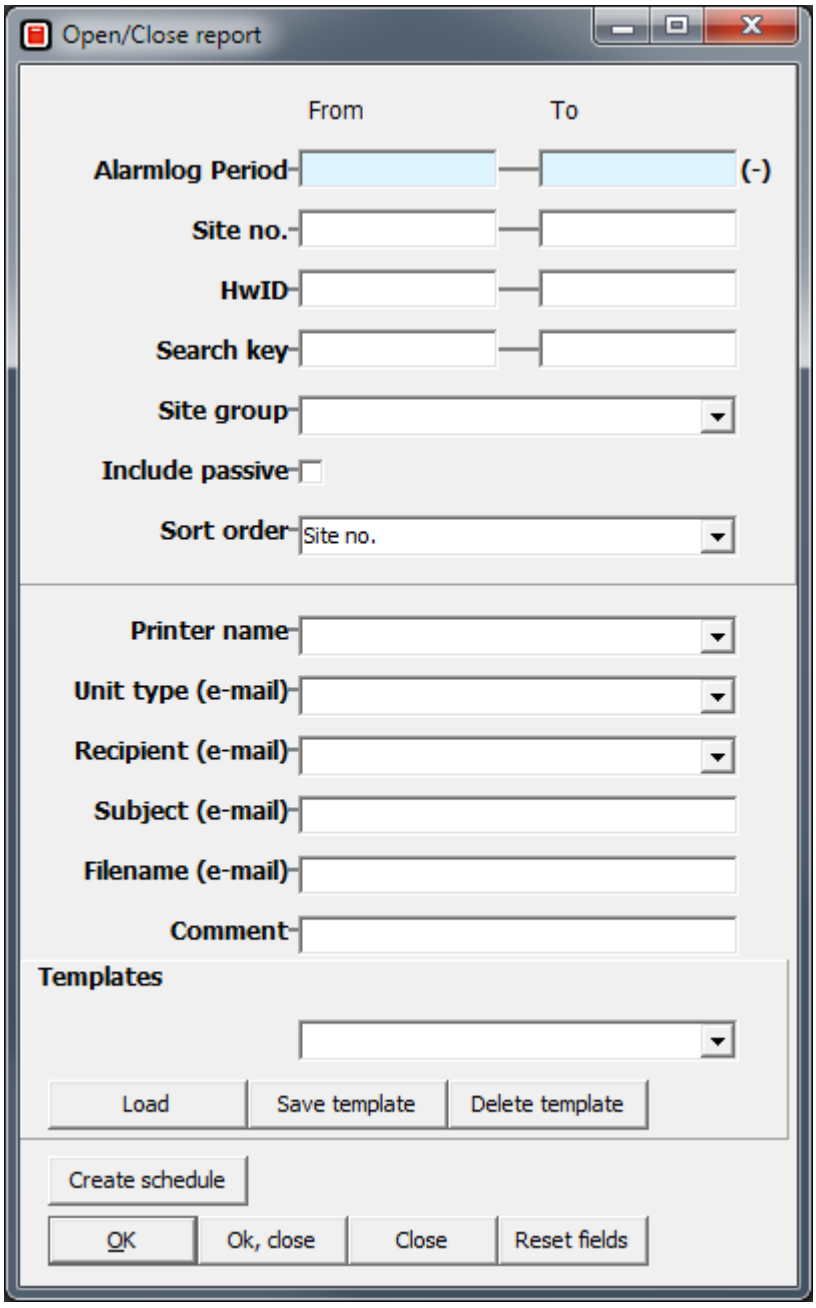
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Open/Close (Report)

This Report identifies and sorts the Panels, which are linked to O/C-calendars and generates a list of all data (in relation to the Calendar).



Parameter	Functional Area
Alarm Log Period	Select range for the Alarm Log period.
Site/Customer Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Old Customer Number	Enter the range of the Old Customer Number.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Sort Order	Select sort order.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief Comment.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

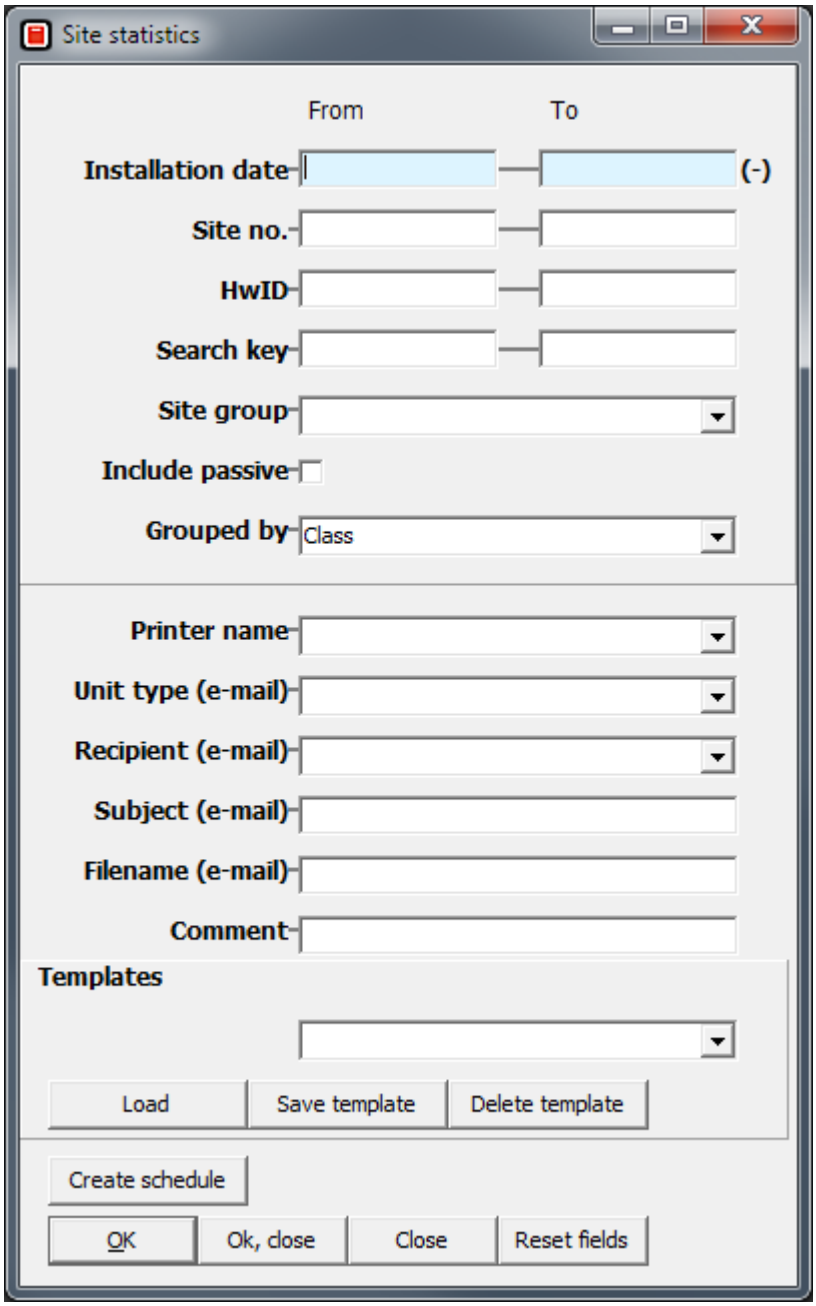
See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.

Button	Function
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Site Statistics (Report)

The Site Statistics report counts the number of sites that fulfill certain requirements. This way, you can divide the number of Sites based on Class, Industry, Installation Type etc.



Parameter	Functional Area
Install Date	Select Installation Date range.
Site/Customer Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Old Customer Number	Enter the range of the Old Customer Number.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Group by	Select Grouping.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief Comment.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

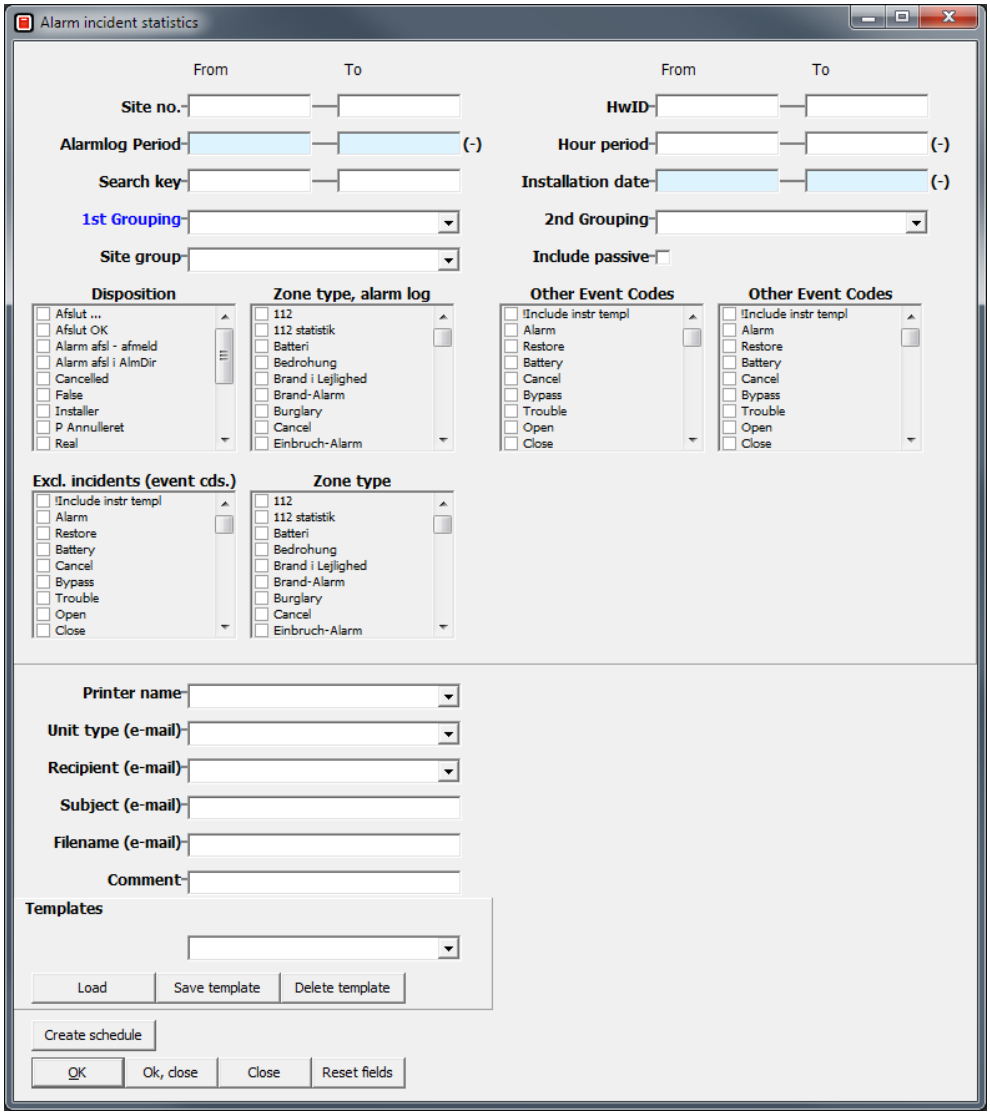
See "About Scheduled Reports (Auto Reports)" on page134.

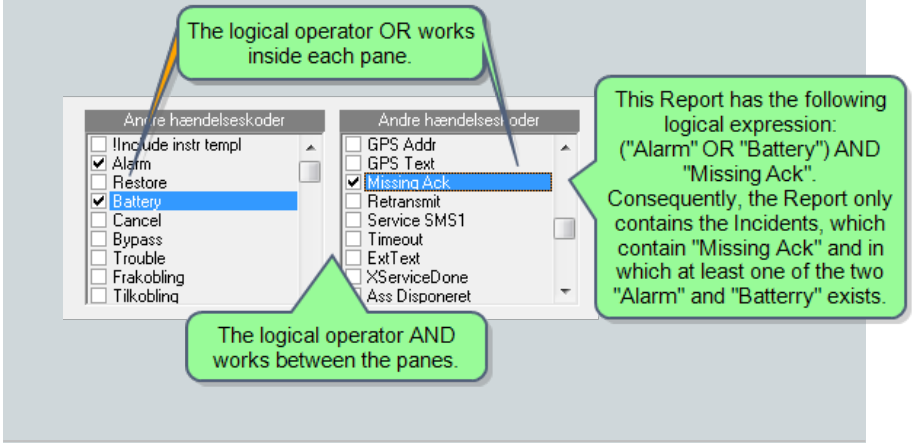
Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.

Button	Function
[Red digit]	The accumulated number of Reports.

Alarm Incident Statistics (Report)

Generates a Report based on Incidents (grouped).



Parameter	Functional Area
Site/Customer Number	Site/Customer number range.
HwID	Enter the range of the Hardware ID.
Alarm Log Period	Select range for the Alarm Log period.
Hour Period	Enter time range. This way, you only include signals received within the given period. For example, if you enter 18:00:00 and 08:00:00, respectively, then the Report will only include signals received from 6 PM to 7 AM the following day.
Old Customer Number	Enter Site Number interval.
Install Date	Select Installation Date range.
1. Grouping	Select grouping (first level).
2. Grouping	Select grouping (second level).
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Disposition (pane)	(Optional) Select one (or more) Disposition Codes. **Note:** If left blank, the codes will not be part of the filter.
Zone Type (Alarm Log)	(Optional) Select on (or more) Zone Types from the Alarm Log, which you want to include.
Other Event Codes Panes (pane)	(Optional) Select on (or more) Event Codes to define a logical expression. **Note:** Within each pane, interVIEW applies the logical operator OR and between the panes, interVIEW applies the logical operator AND. **EXAMPLE** 
Excl Incidents (Event Codes)	(Optional) Select on (or more) Event Codes for those Incidents, which you do not want to include.
Zone Type (pane)	(Optional) Select one (or more) Zone Types (on the Sum Log). **Note:** If left empty, the Zone Types will be excluded from the filter.

Parameter	Functional Area
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

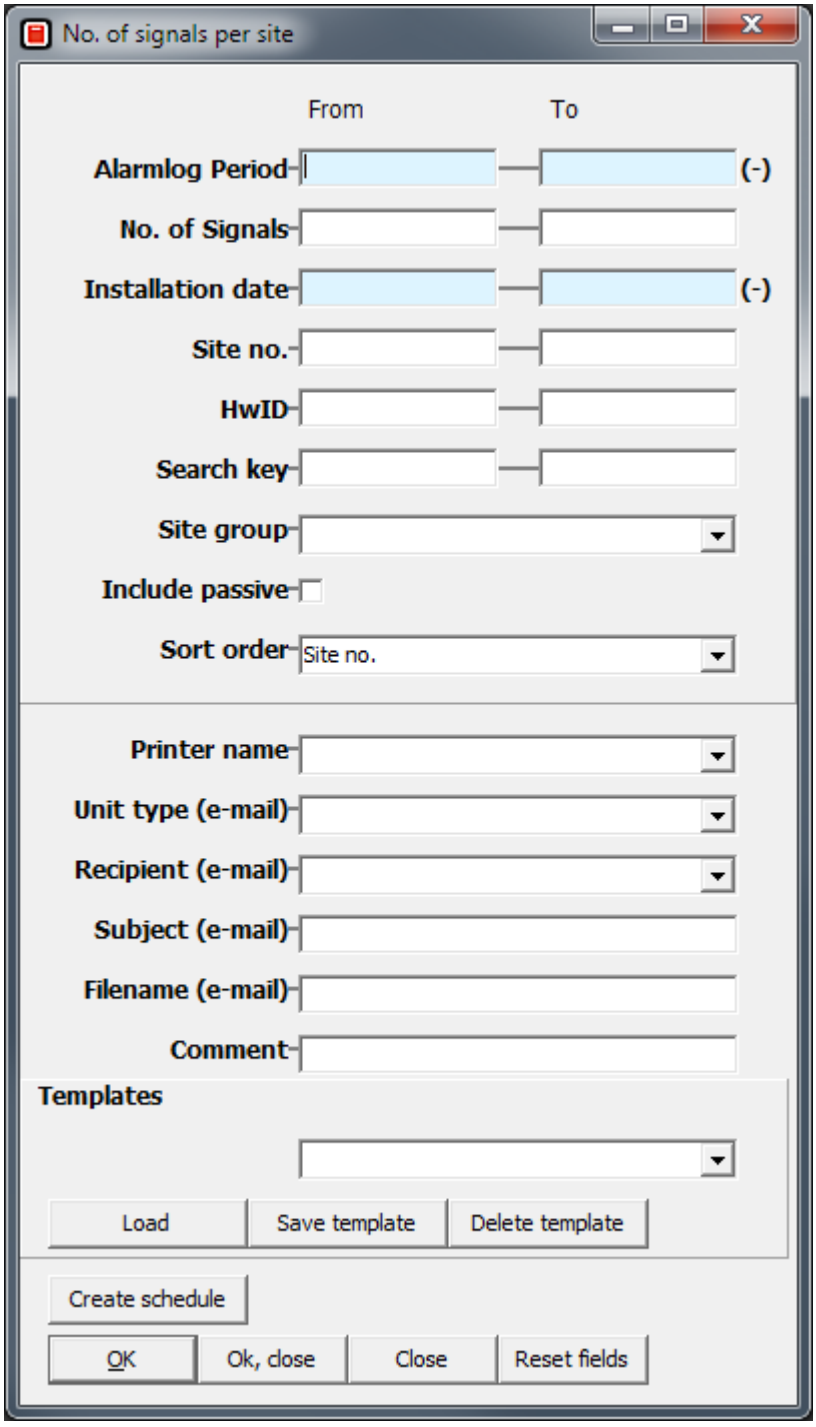
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Signal Count per Site (Report)

This Report identifies Panels, which have not received any signals for a given period. This is generalised to one signal per Customer/Panel report. Signals are counted as per Customer/Panel combination.



Parameter	Functional Area
Alarm Log Period	Select range for the Alarm Log period.
Number of Signals	Enter the number of signals from which you wish to generate the report. This option only displays the Customers/panels that fulfil the number criteria. If left empty, then all Customers/Panels will be displayed.
Install Date	Select Installation Date range.
Site/Customer Number	Enter Site Number interval.
HwID	Enter the range of the Hardware ID.
Old Customer Number	Enter the range of the Old Customer Number.
Site Group	Select Site Group.
Include Passive	Select whether to include Passive Sites or not.
Sort Order	Select sort order.
Printer Name	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

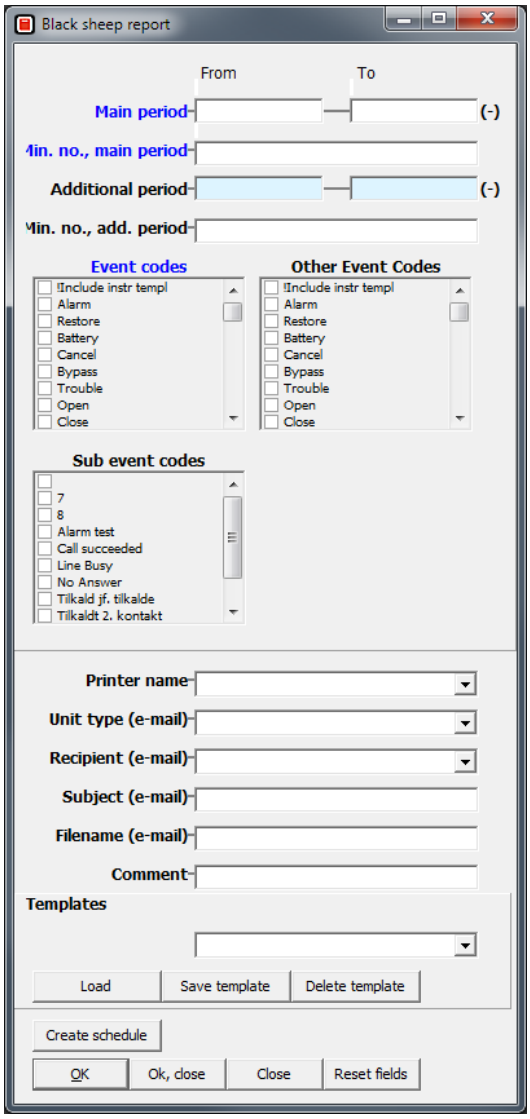
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

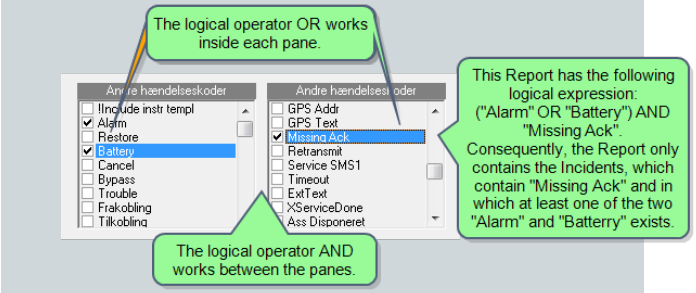
See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

"Black Sheep" (Report)

This Report identifies Sites/Customers that - for one reason or another - behaves erratically or differently than expected (eg by periodically transmitting a a large number of Signals/Alarms).



Parameter	Function
Main Period	Enter the Main Period (from/to date).
Minimum number of Alarms (within the Main Period)	Enter the minimum number of Alarms/Signals from the Site/Customer in the Main Period, which is a requirement to be included in the Report.
Extra Period	Provides the option to define an Extra Period within the Main Period.
Minimum number of Alarms (within the Extra Period).	Enter the minimum number of Alarms/Signals from the Site/Customer in the Extra Period, which is a requirement to be included in the Report.
Event Codes/Other Event Codes	Select one (or more) Event Codes to define a logical expression. **Note:** Wihin each pane, interVIEW applies the logical operator OR and between the panes, interVIEW applies the logical operator AND. **EXAMPLE** 
Sub Event Codes	Select one (or more) Sub Event Codes.
Printer	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

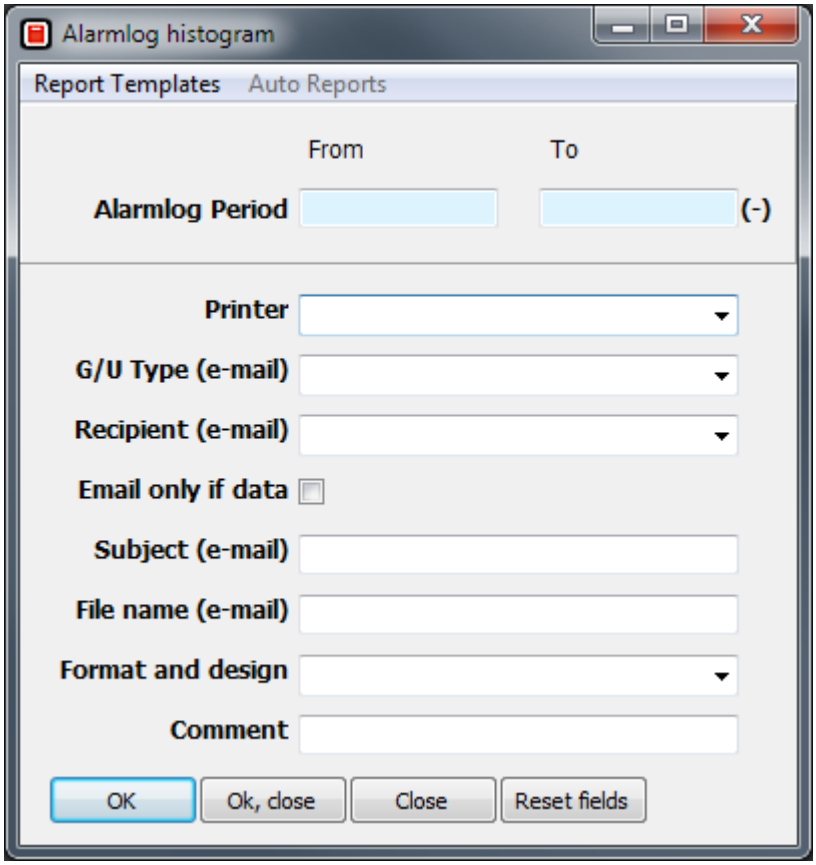
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Alarm Log Histogram (Report)

Generates a Report about.



Parameter	Functional Area
Site/Customer Number	Site/Customer number range.
Date	Date range.
Change number	Internal change number range.

email

Parameter	Functional Area
Global Unit Type	Select Global Unit Type to filter the list of e-mail recipients.
Recipient	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Only send email if data	Checked: Only sends the email, if the Report contains any data.
Subject	Provide a subject (as you want it to appear in the subject line in the email).
File name	Type the file name (as you want it to appear on the attached Report in the email). The Report will automatically be sent as soon as it has been generated.
Format and design	Select Report format.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

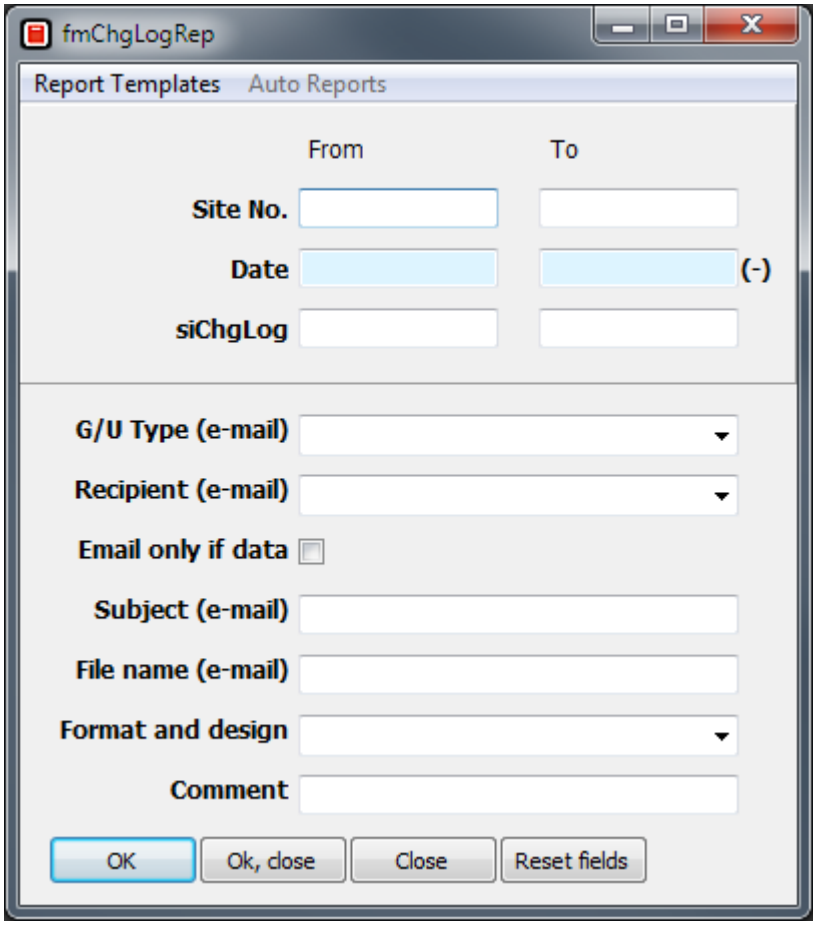
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Site/Customer Changes (Report)

Generates a Report with changes to Customers/Sites.



Parameter	Functional Area
Site/Customer Number	Site/Customer number range.
Date	Date range.
Change number	Internal change number range.
Global Unit Type (email)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Only send email if data	Checked: Only sends the email, if the Report contains any data.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Format and design	Select Report format.
Comment	Enter a brief Comment.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

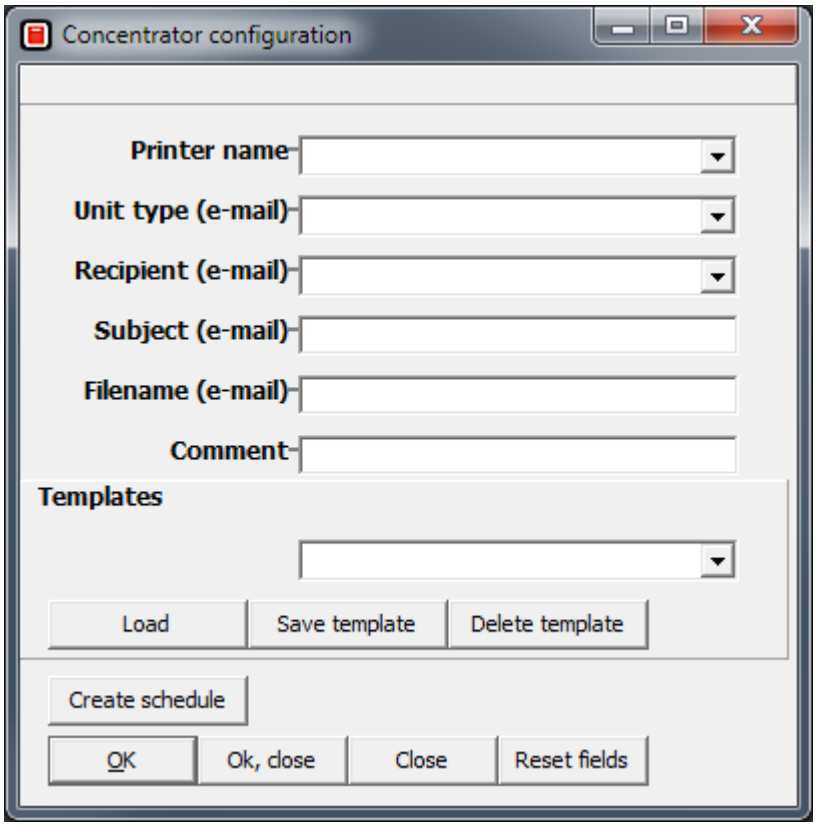
Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Concentrator Configuration (Report)

This Report generates an overview of the Concentrator Configuration on the network (as seen by interVIEW).



Parameter	Function
Printer	Select Printer. **Note:** You can also print the Report at a later time from the Report Queue.
Unit Type (e-mail)	Select Global Unit Type to filter the list of e-mail recipients.
Recipient (e-mail)	To attach the Report (as a PDF file) to an e-mail, select the recipient. **Note:** The Global Unit (recipient) must have an e-mail address to be on the list.
Subject (e-mail)	Provide a subject (as you want it to appear in the subject line in the e-mail).
File Name (e-mail)	Type the file name (as you want it to appear on the attached Report in the e-mail). The Report is automatically sent as soon as it has been generated.
Comment	Enter a brief **Comment**.

Templates

Button	Function
Load	Loads a Report Template.
Save	Saves the current Report as a Report Template.
Delete	Deletes the Report Template.

See "Report Templates (interVIEW format)" on page131.

Auto Reports

Button	Function
Create Auto Report	Creates the current Report as an Auto Report (ie a Report, which interVIEW automatically generates according to a schedule).

See "About Scheduled Reports (Auto Reports)" on page134.

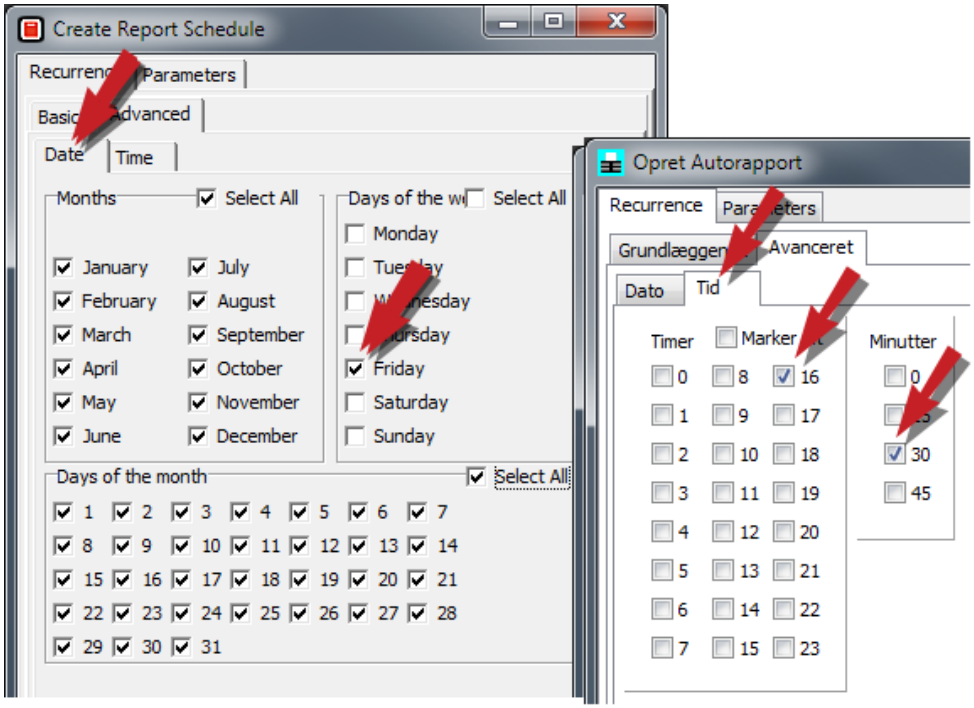
Button	Function
OK	Creates the Report as a job in the Report Queue and leaves the dialog open.
OK, close	Creates the Report as a job in the Report Queue and closes the dialog open.
Cancel	Closes the dialog without generating a Report.
Clear fields	Deletes any values in the fields.
[Red digit]	The accumulated number of Reports.

Examples (Auto Reports)

Example A - 188
Example B - 189
Example C - 190
Example D - 191

Example A -

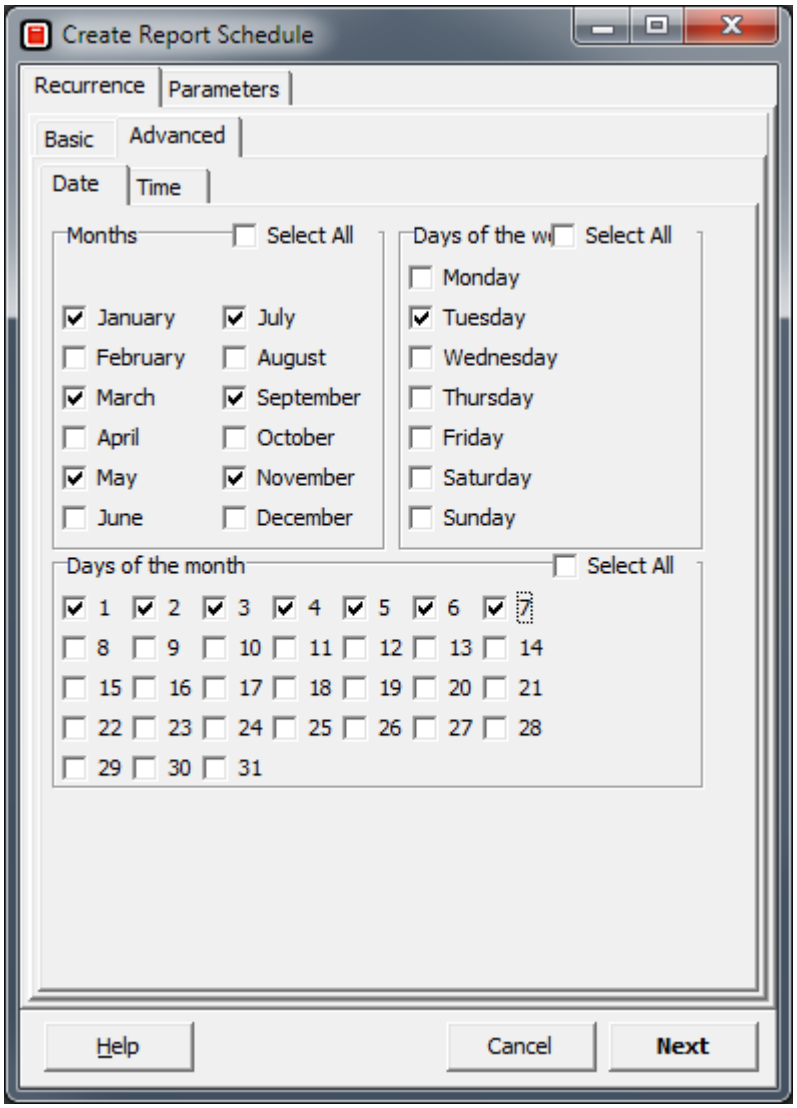
This Auto Report is scheduled to run **every Friday at 16:30 (4:30 PM).**



As "every Friday" can occur in every month and on every day in the month, then all the months and days have been checked. In addition, only Friday has been checked as well as the time 16:30 (below the tab Time).

Example B -

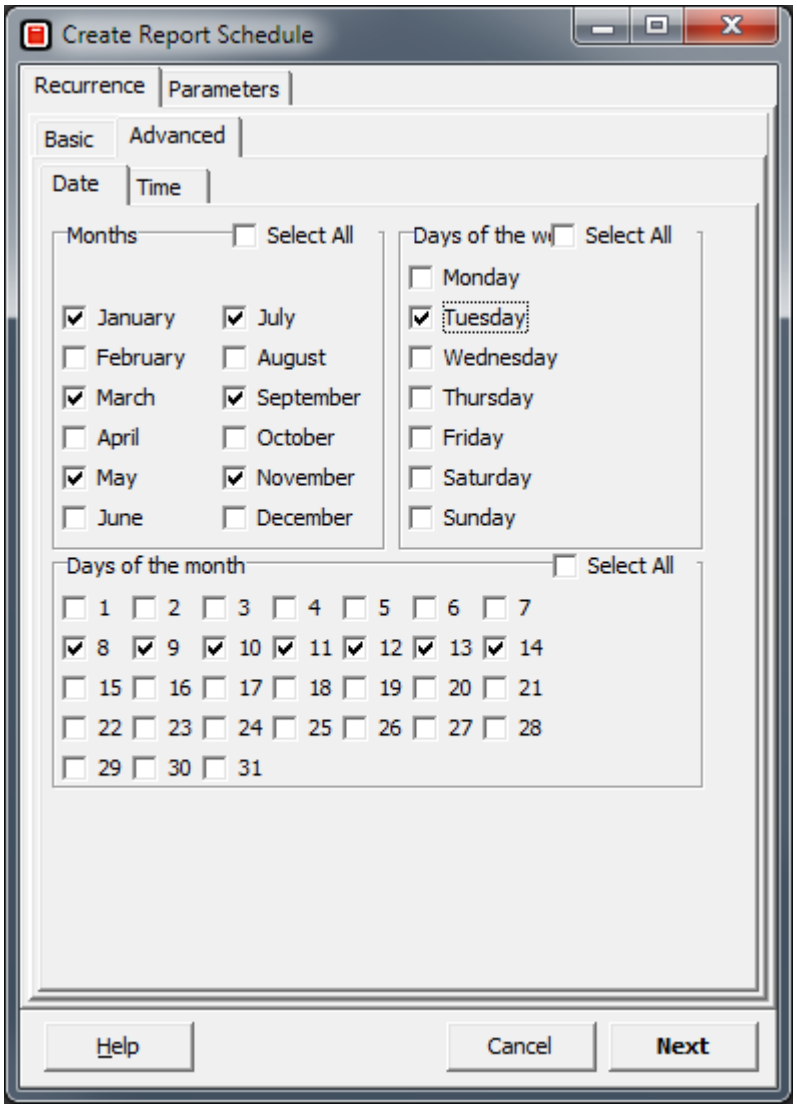
This Auto Report is scheduled to run the **first Tuesday in January, March, May, July, September and November** (ie. every second month).



As "the first Tuesday of every month" can only occur between the 1st and 7th day of the month (ie. no earlier than the 1st day of the month and no later than the 7th day of the month), then all the days between 1 and 7 have been checked.

Example C -

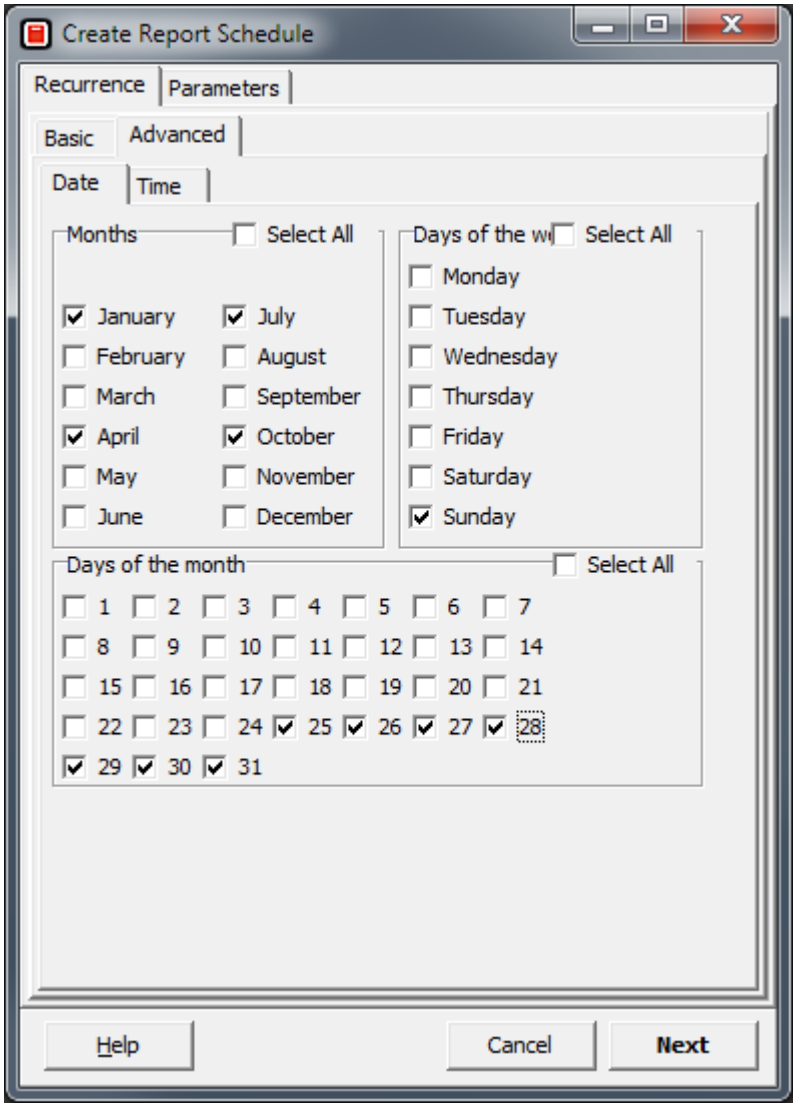
This Auto Report is scheduled to run **every second Tuesday in January, March, May, July, September and November** (ie. every second month).



As "the second Tuesday of every month" can only occur between the 8th and 14th day of the month (ie. no earlier than the eighth day of the month and no later than the seventh day of the month), then all the days between 8 and 14 have been checked.

Example D -

This Auto Report is scheduled to run on the **last Sunday in January, April, July and October.**



As "the last Sunday in every month" can only occur between the 25th and 31st day of the month (ie. no earlier than the 25th day of the month and no later than the 31st day of the month), then all the days between 25 and 31 have been checked.

TROUBLESHOOTING

InterVIEW

Troubleshooting - interVIEW

Section	Error/symptom	Possible Cause(s)	Corrective Action(s)
Installing	No connection between Client and Server.	1. A Firewall may be blocking interVIEW-traffic.	1. Allow interVIEW-traffic on the following ports: 20-21 and 7000-7200.
Starting the interVIEW Client	When I try to start the interVIEW client application, I receive a message saying that I am not allowed to log on to the network, because the Client has not been activated.	1. The interVIEW client application has not been activated.	1. The interVIEW client application has not been activated. Please contact the system administrator.
Data Entry Window (DEW)	Panel Type: I have created a Doc Link to a PDF file, but it does not work in the Alarm Handling window.	1. Adobe Reader is not installed on the Client.	1. Install Adobe Reader on the Client.
Alarm Handling	I cannot take/handle Alarms, although I can see and highlight them in the Alarm Queue.	1. Windows User Account Control (UAC) may be blocking alarm handling in interVIEW. 2. Windows may be blocking the Client NameSpace.	1. Adjust the Windows User Account Control to its lowest setting "Never notify"). 2. Open the Configure Client application and set "Force local NameSpace for global memory..:" to "Force Local NameSpace". Save changes, close Configure Client and restart the interVIEW Client application. If this does not work, then repeat the procedure with the setting "Force Global NameSpace".
Alarm Handling	I cannot start the Alarm Handling application (when I check **Alarm** on the Remote).	1. The Client or User does not have rights to commence Alarm Handling.	1. Lon on from a Client or with a User ID with the required rights.
Printing	I am trying to connect a Printer to the interVIEW-network, but the Printer does not appear in the picklist Printers.	1. The Printer has not been installed in Windows on the interVIEW-server. 2. IvSysNuc and IvRepNuc do not have administrator rights in Windows.	1. Install the Printer in Windows. 2. Assign IvSysNuc and IvRepNuc with administrator rights in Windows.

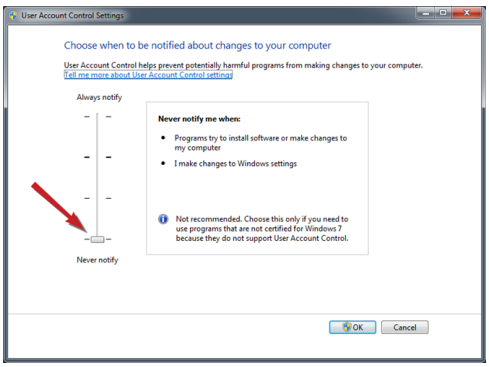
Section	Error/symptom	Possible Cause(s)	Corrective Action(s)
Reports	When I try to generate a Report, I receive the error: "Invalid interval/range".	1. The date fields (From and To) contain identical dates. 2. "To Date" is older than "From Date" (ie the date range is negative).	1. The date fields must not contain identical dates. For more information about completing the date fields, please see page 124. 2. Ensure that "From Date" is older than "To Date".
Reports	The Report appears with status "Error" in the Report Queue.	1. In rare cases, this error may occur. 2. One (or more) of the parameters are invalid. 3. The parameters return a very large result.	1. Generate the Report again. 2. Verify that all parameters in the Report are valid. Generate the Report again. 3. Limit the parameters. Generate the Report again.
Reports	When I generate a Report, it just appears as "Waiting" in the Report Queue and is never generated.	1. `ivRepNuc` service has crashed.	1. Contact Innovative.
Alarm Handling Event Codes	I have created an Event Code, but it does not appear in the menu in the Alarm Handling window.	1. The checkbox **Not in Menu** is checked in the picklist Event Codes.	1. Uncheck it and restart the interVIEW Client application.
Open/Close	I am trying to rename an existing Calendar, but receive error message 20090.	1. It is not possible to rename a Calendar, once it has been created and saved.	1. Create a new Calendar and update the Calendars' associations to Zones and Instructions.
F1-help	When I press **F1** to open the webhelp, I receive the error: "Cannot find Webhelp".	1. F1-help has not been installed on the server.	1. Install F1-help on the server. .

Disabling Windows User Account Control (UAC)

In rare cases, UAC may block alarm handling in interVIEW.

Windows 7

1. Stop the interVIEW Client application.
2. Do one of the following:
   - In Windows, click the Start button and type "UAC" in the search box.
   - Open Control Panel > User Accounts > User Accounts.
3. Select "Change settings for UAC".
4. Ensure that the slider is all the way at the bottom "Never notify".


User Account Control Settings
Choose when to be notified about changes to your computer
User Account Control helps prevent potentially harmful programs from making changes to your computer.
Tell me more about User Account Control settings
Always notify
Never notify
Never notify me when:
Programs try to install software or make changes to my computer
I make changes to Windows settings
Not recommended. Choose this only if you need to use programs that are not certified for Windows 7 because they do not support User Account Control.
OK
Cancel

5. Click **OK**.
6. Restart Windows.

APPENDIX

Index

!

! (exclamation)
flag in Queue windows 34

#

 # (number sign)
flag in Queue windows 34
flag in the Top Line in the AHW 42

[

[...] (square brackets) See also Wildcard Character

A

A-number (Automatic Site Lookup) 99
A-Sum Log See Sum log
Advanced Search 114
AHW See Alarm Handling window (AHW)
Alarm Counter 10
Alarm Handling 26, See also Alarms
closing 10, 28
opening 10, 28
troubleshooting in connection with 196
Alarm Handling window (AHW) 36
closing 28
Codewords (pane) 45
Components (pane) 46
Menu bar 37
opening 28
Tabs 47
Top Window 44
Alarm Incident Statistics (Report) 170
Alarm Log See also Sum log
adding comments to 91
tab in AHW 65
Alarm Log details
Window 66
Alarm Log Groups (tabs) 65
Alarm Log Histogram (Report) 181
Alarm Log per Incident (Report) 156
Alarm Log per Site (report) 160
Alarm Panels See Panels
Alarm Program
closing 28
opening 28
starting/stopping 10
Alarm Queue Lines 30
Alarm Queue Windows 29
opening new 31
switching between 31
Alarm Queues See Queues (Alarm Queues)
Alarms
activating aural warning 35
adding comments to Alarm in Queue 90
adding comments to Alarm Log 91
generating manually 95
postponing temporarily 92
releasing 93
sorting in Alarm Queue 31
taking 85
taking over 94
testing 95
Arm/Disarm See Open/Close
Audio
playing in case of Alarm 35
testing by Alarm 32
Audio test 32
Auto Report overview 143
Auto Reports 134
activating 143
changing settings 143
creating 135, 138
deactivating 143
deleting 143
editing 143
generating manually 143
repeating 136
testing 142
time settings for 144
Autodial
enabling for Clients 86
Automatic Dial-Up See Autodial
Automatic Site Lookup 98
applying 98

B

Backup-server control (system menu) 11
"Black Sheep" (Report) 178

C

Calendar Module (iV-calendar)
about 20
Call (command in AHW) 86
Call Directly (command in AHW) 86
Calls
placing 86
Camera Servers
searching for 113
Central units See Panels
Centrals See Panels

Choose (command in Alarm Queue windows) 31
Classes
field in AHW 48
Client Relays
blink when Alarm 32
Close Tolerances (O/C) 75, 79
Close/Arm Signals 79
Codewords
pane in AHW 45
tab in AHW 64
Comment field (in Components)
searching for 115
Comments
adding to Alarm Log 91
Components
pane 46
searching for 115
Components (overview) 46
Concentrator Configuration (Report) 185
Contact Lists
tab in AHW 52
Contacts
contacting 86
searching for 117
tab in AHW 49, 51
Context Menus
The Report Queue 130
Control Signals See also Relays
tab in AHW 57
CSV format
saving Reports in 130
Curtain menus See Picklists
Customer Information (pane) 43
Customer Number
field in AHW 43
old 48
searching for 113-115
searching for Old 113
Customers See also Sites
contacting 86
searching for 113
view current Monitoring Status for 43
Customers (Report) 150
Customised Reports 148
creating 148

D

Daily Routines (system menu) 11
Data Entry window (system menu) 11
Date fields
working with 14
Date fields (fields with blue background) 14
Defining Times (for Auto Reports) 144
Definition (tab in AHW) 72
Desktop 7
Disposition (Alarm Handling menu) 40
Dot Mapping 63

E

Early (Open/Close) 80
EML-signals 21
Enable sound on first red alarm only (setting) 35
Enable sound on new red alarms (setting) 35
Enabling alarm sound 35
Enabling continuous sound (setting) 35
Error Messages
20090 197
Expediting Open/Close temporarily 95
Extra Days 79

F

File (menu)
menu in AHW 37
menu in Alarm Queue windows 31
Filtering
picklist table 15
Finding Customers See Simple Search
Firewall
Troubleshooting 196
Flash
blink when Alarm 32
testing 32
Floating Windows (calendar module) 21
FR3 format
saving Reports in 130

G

Gateway See Panels
Global Calendars 21
Global Units
contacting 86
field in AHW 43
searching for 117
tab in AHW 50
viewing in AHW 49
Go to (command) 31
Graphics See also Images
tab in AHW 63
Grid/table See Picklist tables/grids

H

HaID See Hardware ID
handling Alarms See Alarms
Hardware ID
searching for 113-115
Help
menu in AHW 40
menu in Alarm Queue windows 33
Hide (setting) 32
Holidays See Special Days
HTML format
saving Reports in 130
HwID See Hardware ID

I

Icons See also Images; Graphics
Images See also Graphics
In operation (field in AHW) 48
Incident Number See Incident Numbers
Incident Numbers
searching for External 113-115
searching for Internal 113-115
viewing in AHW 42
Installation (tab in AHW) 48

Installation Date
field in AHW 48
Installation Type (field in AHW) 48
Instruction Date
field in AHW 48
Instruction Types
highlight as part of the Top Line in AHW 42
Instructions
carrying out 85
tab in AHW 53
Instructions (Report) 153
interVIEW
starting the client program 9
Troubleshooting 196
interVIEW Client ID
viewing in AHW 42
Is template (field in AHW) 48
iV-OpenClose ("Calendar Module")
about 20

J

Job Number 129
JSON format
saving Reports in 130

K

Key Number
searching for 113
Keyboard Shortcuts See also Shortcuts and Labels
Keypads See Panels

L

Late (O/C) 80
Link Types (AutoSiteLookup) 99
log See also Alarm Log; Sum log
Log Comment
adding 91

M

Magnifying glass See Table Search
Make Alarm (O/C) 76
Manual Alarms
generating 95
Manually generating Alarms 95
Map (System Menu) 11
Master Alarm Queue 34
Menu Lines
Alarm Handling window (AHW) 37
Queue Windows 31
Report Queue window 128
Microsoft Excel
saving Reports as 128
Microsoft Excel XML format
saving Reports in 130
Missing (Open/Close) 80
Monitoring Status See also Monitoring Status
field in AHW 43, 48
viewing current for Customers 43
viewing for current Sites 43

N

Navigate (menu in AHW) 38
Navigate (menu in AQW) 33
New (command) 31
Next service (field in AHW) 48
Non-linked search (checkbox) 117

O

Old Cust. no. (field in AHW) 48
Old Customer Number
field in AHW 43
searching for 113
On top (setting) 32
Open/Close
about 20
EML (Early, Missing, Late) 77
expediting temporarily 95
History (tab in AHW) 84
Make Alarm (pane) 76-77
postponing temporarily 95
resetting O/C times 96
Result (tab in AHW) 83
Special Dates 82
Special Days (pane) 81
tab in AHW 71
Close Tolerance 75
Schedule Periods 78
Schedule properties 73
Windows 80
tolerances 74, 79
Open/Close (Report) 164
Open/Disarm Signals 79

P

Pad lock (icon) 10
Panel Codes
tab in AHW 58
Panel Info
tab in AHW 60
Panel serial number
searching for 115
Panels
tab in AHW 54
Parameter syntax (Auto Reports) 144
Passcard 41
Passcard Search 117
Passcards
dispose 38
logging off 38
searching for 117
viewing the name of the Passcard-holder in AHW 42
Pattern Search See Wildcard Character
PDF format
saving Reports in 130
Phone Numbers See also Phone Numbers
searching for 113
Picklist fields (fields with yellow background) 14
Picklist tables/grids 13
filtering rows 15
searching for specific values 15

sorting rows 14
Picklist Updates 11, 13
Picklists 13
finding in System Menu 12
opening 13
searching for in the System Menu 12
searching in 15
sorting rows 14
using 14
working with 14
Place in Test/Service Mode
Window 105
Postponing Open/Close temporarily 95
Protected Zones
placing in Test/Service 106

Q

QText See Queue Comment
Queue (menu in AHW) 37
Queue (menu in Queue Windows) 31
Queue Comment
adding during alarm handling 90
Queues (Alarm Queues) 29
selecting 31

R

Regular Expressions See Wildcard Character
Relays
activating Client Relays upon Alarm 32
Releasing Alarms 93
Remote Control See The Remote
Report Queue window 127
Menu bar 128
Report Status (column in Report Queue) 129
Report Templates 131
creating 131
deleting 133
editing 133
loading 132
opening 132
Reports 124, See also Auto Reports; Report Templates
"Black Sheep" 178
Alarm Incident Statistics 170
Alarm Log (per Customer) 160
Alarm Log Histogram 181
Alarm Log per Incident (Report) 156
Auto Reports 134
Concentrator configuration 185
creating Auto- 135, 138
creating Custom 148
Custom 148
Customer List 150
deleting 128
displaying status during generation 129
generating 126
Instruction List 153
Job Number 129
Number of signals (per Site) 174
Open/Close 164
Preview 128
printing 126
reading on desktop monitor 126, 128
regenerating 128
saving 128
saving as Adobe PDF file 128
saving as CSV file 128
saving as HTML-file 128
saving as Microsoft Excel XML file 128
saving as XML file 128
scheduled 134
scheduling 134
Site statistics 167
Site/Customer Changes 183
templates 131
time settings for Auto Reports 144
troubleshooting 196
Resetting Open/Close times 96
Result (tab in AHW) 83
Route Import (system menu) 11

S

S (flag in Alarm Queue windows) 34
Schedule Name
field in AHW 73
Schedule Number 21
field in AHW 73
Schedule Numbers 21
Schedule Period Hours 79
Schedule properties 73
Scheduled Reports 134
Schedules 21
creating (Auto Reports) 135
Global 21
shared 21
Schedules (O/C in AHW) 78
SDS
sending to Contacts/Contact Lists 87
Search
Advanced 114
Passcard 117
Picklist- 12
Simple 113
Search Features 112
Search filter (in picklists) 15
searching for
camera servers 113
Comment field (in Components) 115
Components 115
Customer Number 113-115
external incident number 113-115
Hardware ID 113-115
internal incident number 113-115
key number 113
old customer number 113
Panel serial number 115
Passcards 117
phone number 113
Picklists 12
Site Number 113-115
values in picklists 15
Zone ID 115
Security Classes
field in AHW 48
Segments See Trades
Serial number
searching using Panel's 115
Service (Test) Mode See Test/Service Mode

Service date
field in AHW 48
Service/Test See Test/Service Mode
Share as
field in AHW 73
Shared Calendars 21
Shortcuts and Labels See also Keyboard Shortcuts
overview of default 17
Signal Count Per site (report) 174
Simple Search 113
Site Components
Tab 61
Site Lookup
Automatic 98
Site No. See Site Number
Site Number
field in AHW 48
searching for 113-115
Site Statistics (Report) 167
Site/Customer Changes (Report) 183
Sites
view current Monitoring Status for 43
SMS
sending to Contacts/Contact Lists 87
Sort (command) 31
Sorting
Alarms in Alarm Queue 31
Special Dates 82
Special Days 81
Special in Test/Protected Zone See Protected Zones
Starting the interVIEW Client 9
Starting the interVIEW Client program 9
Statistics See Reports
Stopwatch (AutoSiteLookup) 99
Sum log See also Alarm Log
tab in AHW 68
Sum Log See Sum log
Sum Log details
Window 69
Syntax
Parameter- (Auto Reports) 144

T

T (flag in Alarm Queue) 34
T1-T10 (Sum Log) 68
Table Search 15
Tabs (AHW)
Alarm Log 65
Codewords 64
Contact Lists 52
Contacts 49, 51
Control Signal 57
Definition 72
Global Units 50
Graphics 63
History 84
Open/Close 71
Panel Codes 58
Panel Info 60
Panels 54
Sum log 68
Texts 62
Users 59
Zone Count 55
Tabs (DEW)
Site 48
Site Components 61
Take (menu)
menu in AHW 38
menu in Alarm Queue windows 33
Templates
Report 131
Test Alarms
generating 95
Test/Service
placing Panels in 106
placing Zones in 106
Window 105
Test/Service Mode 104
removing Panels from 107
removing Zones from 107
Testing
alarms 95
lights at Alarm 32
sound at Alarm 32
Text fields (fields with white background) 14
Text Messages See SMS
Text tabs
creating in AHW 89
Texts
tab in AHW 62
The map (iV-map)
opening/closing 11
The Remote 10
The Report Queue 129
Context Sensitive Menu (Report Queue) 130
updating 128
The System Menu 11
closing 10
opening 10
The Test Time field 106
Timer See Timer (AHW)
Timer (Test/Service)
stopping/cancelling 106
Timer (AHW)
postponing alarms temporarily 92
Tolerances (Calendar Module) 21
Top Line (pane in AHW) 42
Top Note (pane)
in AHW 53
Top Window (pane in AHW) 44
Trades
field in AHW 48
Treat (menu in AHW) 39
Troubleshooting
Firewall 196
interVIEW 196
Reports 196

U

UAC See User Account Control (Windows)
Units See also Global Units
User Account Control (UAC) See User Account Control (Windows)
User Account Control (Windows)
disabling 198
User menu
menu in AHW 40

Users (for Panels)
tab in AHW 59

V

Visual alarm indicator See Flash

W

Wildcard Character
applying 118
Wildcard Characters See Wildcard Character
Windows
Floating (Calendar Module) 21
showing/hiding 10, 32
Windows (Open/Close) 80

X

XML format
saving Reports in 130

Z

Zone Count
placing in Test/Service 106
removing from Test/Service Mode 107
tab in AHW 55
Zone ID
searching for 115

Innovative Business Software A/S | Landemaerket 10, 6th floor | DK - 1119 Copenhagen K | Denmark | T +45 3373 4000 |
info@innovative.dk | www.innovative.dk